

Our Charter

Updated March 2010

'Realising potential, driving up success'

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 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.
- We will provide you with clear information about open days, advice and guidance services and enrolment arrangements.
- We will acknowledge your application and invite you to come to college for an informal interview and initial assessment after 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 after you have taken an initial assessment.
- We will let you know if you have been accepted onto the course after the interview process has been completed.
- We will refer you to other providers if we do not have a suitable course for you.
- We will provide you with information, advice and guidance in large print, Braille, on audiotape, and in other formats on request.

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.
- We will provide high quality literacy, language and numeracy development that is at the heart of each individual learner's learning programme.
- 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.
- 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 upon 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 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 and aim to resolve the complaint.
- 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, upon 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. 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

- We will have 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 when we have received 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 when we have received 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 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 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 Birmingham if you are from another country, or if you are a refugee or asylum seeker, when we receive the request.
- We will provide you with an induction to the College upon 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 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.
- 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:

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

City College Campuses & Centres

- Fordrough Campus
- Bordesley Green Campus
- The Pump

Campus Group and Contact:

Central 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

City College Campuses & Centres

- City Technology Campus
- City Academy Golden Hillock
- City Academy Saltley
- Muath Centre

Campus Group and Contact:

North West Group
Campus Manager-Silbert McQueen
Handsworth Campus
The Council House
Soho Road
Birmingham, B21 9DP
Tel: 0121 204 0000 x 5501
Fax: 0121 523 4447
Email: smcqueen@citycol.ac.uk

City College Campuses & Centres

- Handsworth Campus
- City Academy Aston
- North West Skills Academy

Partnerships and Franchise Organisations

- Birmingham Theatre School (City Centre)
- Innovate Learning Centre (City Centre)
- Security Industry Training Academy (Great Barr)

Partnerships and Franchise Organisations

- ENTA (City Centre)
- Rehab UK (John Bright St)
- St. Basils (City Centre)
- Trident Housing (City Centre)

Partnerships and Franchise Organisations

- Finance & Management Business School (City Centre)
- Sikh Community & Youth Service (Handsworth)

If you want someone to act as your advocate - to help you present your complaint - you can choose a friend or relative to do this. Alternatively a member of the support workers team will help you if you prefer. If your complaint is not resolved to your satisfaction, you may express your concerns to our funding body:

Customer Services

Birmingham and Solihull Skills Funding Agency
15 Bartholomew Row
Birmingham
B5 5JU
Tel: 0845 019 4143
Fax: 0121 345 4503
E-mail: birmingham@solihullinfo@lsc.gov.uk

The Learning and Skills Council procedure for dealing with complaints about learning providers can be found on www.skillsfundingagency.bis.gov.uk under "Contact Us".



Stuart Cutforth
Principal and Chief Executive:
City College Birmingham

