



THE COLLEGE CHARTER

Last Updated:
Quality & Curriculum Committee:
Corporation Approval:
Review Date:

March 2010
March 2010
March 2010
Annually



THE COLLEGE CHARTER

BHASVIC's purpose is to transform lives through learning. We will accomplish this by:

- Meeting the individual learning needs of students within the curriculum
- Supporting learners to achieve via the guidance programme
- Working in partnership with other organisations, including SLSC and other educational providers.

This Charter tells you what you may expect:

- Before you start at College
- When you first start at College
- While you are studying at College
- As you leave or complete your courses

The Charter also provides information regarding:

- What the College expects of its students
- What parents may expect of the College
- What Governors may expect of the College
- What to do if things go wrong
- Equal opportunities arrangements
- The Students' Union
- Our commitment to continuous improvement
- College personnel you may wish to contact

We hope you find our Charter useful.

Chris Thomson – Principal

BHASVIC'S COMMITMENT

If you are studying, BHASVIC will offer you:

- clear and accurate information, readily available, about the College, its courses, its services and student support
- fair and efficient admissions arrangements
- an effective induction programme
- a stimulating programme of learning
- excellent teaching
- balanced, timely and impartial advice from staff
- effective support and guidance including post exam advice and guidance
- efficient, helpful and courteous service from all BHASVIC staff
- equality of opportunity
- a fair, effective and responsive complaints procedure
- opportunity to comment on the quality of service you receive
- opportunity to shape the College's mission
- a safe and appropriate working environment
- representation through an elected student union

If you are studying, BHASVIC will expect of you:

- respect for all members of the College community
- acceptance of responsibility for your own learning with the support of College staff
- compliance with health and safety regulations
- adherence to the College's Equality and Diversity Policy and Race Equality Policy
- respect for the fabric of the buildings and the facilities in College
- abidance by the College rules, regulations and disciplinary procedures
- the return of all books and equipment belonging to the College in the same condition as that in which they were received
- regular attendance and punctuality
- completion of your work to the best of your ability and by set deadlines to complete your chosen programme of study
- accountability for absence and lateness from, and for, all time-tabled commitments
- that you will not take holiday during term time
- active participation in your learning and in reviews of progress

If you are a member of staff, BHASVIC will offer you:

- appropriate staff development opportunities, including appraisal
- clear lines of communication and decision-making
- advice on personnel issues
- equality of opportunity
- a fair and effective grievance procedure
- opportunity to shape the College's mission
- a safe and appropriate working environment

If you are a member of staff, BHASVIC will expect of you:

- respect for all members of the College community
- compliance with health and safety regulations
- adherence to the College's Equality and Diversity Policy and Race Equality Policy
- mindfulness of the Staff Code of Conduct
- recognition of your responsibilities to the College and its duties to the Further Education sector
- support for the three key MBO statements on trust culture, on supporting colleagues and adherence to the BHASVIC Model of Professional Behaviour
-

If you are a Governor, BHASVIC will offer you:

- an effective induction programme
- regular opportunities for training
- opportunity to shape the College's strategic direction
- clear lines of communication to ensure that you are fully informed
- clear information in regard to the College's policies, codes, procedures, monitoring information
- opportunity to take part in the life of the College community
- information about the local and national context in which the College operates

If you are a Governor, BHASVIC will expect of you:

- commitment to the College's Mission
- that you act in the best interests of the College
- are mindful of the Code of Conduct of Holders of Office at BHASVIC
- adherence to the Corporation's policies and procedures
- that you are fully aware of, and accept, your responsibilities as a Governor
- that you attend Corporation and relevant committee meetings having given the papers due consideration
- participation as necessary in the annual self-assessment of the Corporation and its business

If you are a parent or guardian of a day time student*, BHASVIC will offer you:

- clear and accurate information about the College, its courses, its services and student support
- open evenings at which to find out about the College
- information regarding examination results
- opportunity to discuss courses and student support
- a prospectus and subject leaflets
- reports on your son's or daughter's progress
- at least one parents' consultation evening a year
- prompt consultation if we or you need to discuss aspects of progress
- a named staff contact, usually a senior tutor
- higher education advice
- post exam advice and guidance
- efficient, helpful and courteous service from all BHASVIC staff
- a fair, effective and responsive complaints procedure
- opportunity to comment on the quality of service you receive

"Day Time Students" are students following courses at the College between the hours of 08.30 and 16.20 Monday to Friday.

If you are a parent or guardian of a day time student*, BHASVIC will expect of you:

- respect for all members of the College community
- that your son or daughter does not take holiday during term time
- compliance with health and safety regulations
- details of any medical condition regarding your son or daughter of which we should be aware
- adherence to the College's Equality and Diversity Policy and Race Equality Policy
- acceptance of the College rules, regulations and disciplinary procedures
- active support of the College's expectations of students
- information regarding any special learning needs your son or daughter may have
- prompt notification of anything that may be hindering your son's or daughter's progress
- prompt settlement of any payments due to the College

The College will also welcome parents' offers of advice and support.

If you are an employer, BHASVIC will offer you:

- mutually beneficial opportunities via our apprenticeship scheme
- opportunities to be involved in mentoring or offering work experience to our students
- a named contact to deal with enquiries
- efficient, helpful and courteous service from all BHASVIC staff
- a fair, effective and responsive complaints procedure

If you are an employer, BHASVIC will welcome from you:

- your support in preparing our students for employment
- your advice in developing our educational provision
- adherence to the standards the College sets in regard to equality & diversity and health & safety.

BHASVIC'S TARGETS ARE:

- to have the results of externally set examinations available to students within one working day of their receipt at College
- to provide references and/or guidance for students within ten working days of receiving a request
- to provide all staff and students with the equal opportunities statement
- to respond to all complaints within five working days of receipt
- to respond to all requests for information within ten working days
- to respond to all student applications within ten working days
- to provide a learning agreement, a contract and a student planner to students as appropriate
- to provide a personal tutor and timetabled tutorials to day time students
- to provide day time students with at least two review opportunities per year

WHAT TO DO IF THINGS GO WRONG

You may expect regular opportunities to comment on the quality of service you receive.

You will have opportunities, via surveys, focus group and attendance at meetings, to give your views of the services and the teaching and support available. We will use this feedback to help us improve the quality of what we offer and the facilities of the College.

You may raise a matter of concern at any time and we will make every effort to help you. You may do so by approaching a subject teacher, tutor or senior tutor, reception staff or any other member of staff.

However, in spite of our best efforts, you may occasionally wish to make a formal complaint. Our staff will be pleased to provide you with a complaints form (available from Reception) and to pass it to the Principal. Alternatively you may write directly to the Principal. There is a right of appeal to the Corporation should you not feel satisfied with the outcome of your formal complaint.

OUR COMMITMENT TO CONTINUOUS IMPROVEMENT

We will:

- Publish details of our students' achievements in the annual achievements' leaflet.
- Provide accurate statistics on our students' performance to enable you to compare our performance with other schools and colleges across the UK
- Conduct regular satisfaction surveys and provide feedback on actions taken as a result of analysing the results
- Make all the above information available and accessible to our students, parents and the local community

THE STUDENTS' UNION

Students may expect:

- The right to apply for full membership of the Union including voting rights
 - The right to opt out of the union should you wish to do so
 - A provision of services and facilities unbiased by your membership status
 - The right to apply for financial support for groups of students to set up clubs or societies
 - That the union has no party political bias in its activities
 - That the union does not provide financial support for any political party
 - Freedom of speech within the law and College policy at union meetings for students, visitors and officers
 - A voice through tutor group representation on the Cross College Council.
-

If you have any queries about the Charter or you need any additional information, please contact Reception for prompt attention on 01273 552200 or Louise Pennington, Clerk to the Corporation l.pennington@bhasvic.ac.uk

Reviewed annually by Q & C Committee and Corporation
Last updated March 2010