



COLLEGE CHARTER

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

March 2012
March 2012
March 2012
March 2013



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 the local authority and YPLA 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
- prompt settlement of any payments due to the College

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 Human Resources 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 Policies and procedures including the 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
- adherence to the Equality and Diversity Policy and Race Equality Policy
- 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 16.30 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:

- 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.
- Your support for our students in respect of work based learning/work experience

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 groups and attendance at meetings, to give your views of the services, 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. Parents who wish to raise a concern should consult the Appendix below.

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 from our website, www.bhasvic.ac.uk) 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 on the College website. 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
- The right to representation on the Corporation as Student Governors
- 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

Appendix to the Charter: Parental Expectations of the College

The purpose of this briefing note is to set out the relationship BHASVIC hopes to have with you as the parent or guardian of a BHASVIC student. The documents referred to in the course of it are available on the College website (www.bhasvic.ac.uk under 'Parents & Carers'). Alternatively, you may obtain a hard copy by emailing Susanne Bonney at s.bonney@bhasvic.ac.uk.

This relationship is very much conditioned by the relationship we strive for with our students. As a Sixth Form College, BHASVIC is neither a school in which pupils must be closely supervised, nor a university or workplace where fully adult standards of responsibility exist.

In their time with us we expect all our young people to grow in their consideration for themselves and for others and to grow towards full adult responsibility.

We believe that in order to grow in consideration and responsibility, we must offer our students freedom, opportunity and support. Freedom is immediately apparent to BHASVIC students as they discover they have free time on their timetables and may be on first-name terms with their teachers and tutor. As time goes on, students realise that there are wider opportunities offered by the College – from field trips to Student Union activities in which they can engage and they also realise that important life decisions regarding Higher Education or embarking on a career have to be made.

We recognise that such freedoms and opportunities can in fact be huge challenges which is why we ensure every one of our students has a personal tutor whose role is to supervise and assist with their progress. This supervision is very much conducted in the spirit of our 'Education for Life' philosophy. Its emphasis falls on encouraging the student to take responsibility and to grow in consideration of themselves and others. Of course we recognise that sometimes parents' help or external expertise – for example that of the College Counsellor – will be needed but we try to begin by supporting students to take responsibility for, and to deal with difficulties themselves.

Our relationship with our students is also conditioned by Government legislation. Under the terms of the Data Protection Act, for example, students are 'data subjects' and have rights regarding the sharing of data relating to them. On the other hand the freedom of staff to maintain the confidentiality of what a student may tell them is also restricted by law. In some circumstances we are obliged to report to other authorities what we have been told. We are also obliged to ensure students' behaviour is compliant with Equality and Diversity legislation.

This brief outline is hopefully sufficient to explain the origins of the following characteristics which hopefully typify our relationship with parents:

To help your son or daughter:

- i. We would encourage you to inform yourself of the dates of **coursework deadlines** on courses your son or daughter is following. These are very strictly enforced and if they are missed without compelling reason, exam marks are likely to be lost.
- ii. Please check to see what **College charges** may be due in respect of courses your daughter or son is following. Payment of charges is a condition of remaining on the course. You may also wish to consult the Student Charging and Financial Policy.
- iii. We have effective systems in place to help students with the process of **Higher Education and career applications**. Although we can help, what we cannot do is make the key decisions that are involved which students frequently (and understandably) find stressful. Please encourage your son or daughter to seek the advice which you and family friends and relations may also be able to give.
- iv. We hope you will wish to assist the work we do for our students by making a voluntary contribution to the **Parents' Fund**. Money which is generously donated in this way is put into resources from which students directly benefit.

In Communicating with the College:

- v. If you wish to speak with the College about your son or daughter' please ring **College Reception (01273 552200)** and you will be connected to your son or daughter's Senior Tutor. Please do not come in to College to meet with a member of staff unless you have an appointment.

- vi. Sometimes parents wish to contact us but do not wish their son or daughter to know. We always do our best to respond to such communication within the requested confidentiality constraint. In such circumstances we ask for your understanding that the constraint can make effective or swift action more difficult.
- vii. We would encourage you to contribute your views on how the College is run via the **Parents' Survey**. The results of this survey are used to develop the College: the production of this briefing note itself arose from the Parents' Survey.
- viii. If you wish to make a **complaint** about some aspect of the College's provision, please contact College Reception (01273 552200) rather than raise the matter directly with a member of College staff.
- ix. College staff will treat parents politely and courteously at all times and will expect that this standard is reciprocated.

Regarding BHASVIC's communication with you:

- x. Please do look at the **Parents' Calendar** on the BHASVIC website. You will find useful information there, for example about parents' evenings and updates on College events.
- xi. Should College staff believe that we may not be able to resolve concerns about your daughter or son's progress with her or his involvement alone, we will contact you straight away. As an exception, we inform parents of unauthorised student absence immediately and without student consultation because attendance is so critical to success.
- xii. We aim to respond to all parental communication within 48 hours. In many cases it will be possible only to acknowledge receipt within this timescale but we will keep you updated if a fuller response takes longer. You should not expect that staff will be able to reply to email or phone calls outside normal working hours.
- xiii. Under the **Data Protection Act**, we need your daughter or son's permission to pass information about them to you, even regarding whether or not they are enrolled at the College. If this causes a delay in responding to your enquiry or means we cannot respond at all, we understand the frustration and anxiety this may cause but would nonetheless ask for your tolerance.

Reviewed annually by Q & C Committee and Corporation
Last updated March 2012