

BHASVIC

COLLEGE CHARTER

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THE COLLEGE CHARTER

Our purpose at BHASVIC is to transform lives through learning. We accomplish this by providing our students with the opportunities they need to achieve their educational ambitions.

We offer a wide range of courses at both intermediate and advanced level, plus an extensive programme of enrichment activities including sport, music, drama, business and community involvement.

Staff expect our students to achieve their best at the College. Relationships between staff and students are warm and friendly and we are justly proud of the quality of support we offer each individual.

This Charter outlines for our students, their parents or carers, our staff and governors and employers what they may expect of BHASVIC and what the College expects of them.

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
- access to a wide range of enrichment and career development opportunities
- effective support and guidance including post exam advice and guidance
- effective careers information, advice and guidance and support with applications to
- continued study and/or employment
- 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 and local community
- acceptance of responsibility for your own learning with the support of College staff
- compliance with health and safety regulations and acceptable use of all College resources
- adherence to the College's Equality and Diversity Policy and Single Equality Scheme
- adherence to the Student College Contract
- 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, by set deadlines for 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 and strategic direction
- 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 and acceptable use of all College resources
- adherence to the College's Policies and procedures including the Equality and Diversity Policy and Single Equality Scheme
- 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 Building on Success 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 Single Equality Scheme
- 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 carer of a day time student¹, 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 child'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 Personal 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

If you are a parent or carer of a day time student¹, BHASVIC will expect of you:

- respect for all members of the College community
- that your child does not take holiday during term time
- compliance with health and safety regulations
- details of any medical condition regarding your child of which we should be aware
- adherence to the College's Equality and Diversity Policy and Single Equality Scheme
- 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 child may have
- prompt notification of anything that may be hindering your child's progress
- prompt settlement of any payments due to the College

The College will also welcome parents' and carers 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 safeguarding, equality & diversity and health & safety.
- Your support for our students in respect of work based learning/work experience

¹ Day Time Students" are students following publically funded programmes of study at the College during the normal, weekly daytime College Timetable.

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.

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 carers and the local community

COLLEGE AND NATIONAL UNION MEMBERSHIP FOR STUDENTS

Students may expect:

- Automatic membership of BHASVIC's Students' Union (SU)
- The right to apply for membership of the National Union of Students (NUS)
- The right to apply to access SU services in and around College, regardless of NUS Membership.
- The right to two SU places as Student Governors at BHASVIC Corporation meetings.
- The right to apply for financial support for groups of students to set up clubs, societies or enrichment, providing adherence to the SU Charter for Clubs and Societies.
- That the SU has no party political bias in its activities.
- That the SU does not provide financial support for any political party.
- A voice through tutor group representation on the Student Council.
- Freedom of speech within the law and College policy at Student Council meetings for students and officers.

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