

# Contacts

## Student Guidance

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## Learner Voice

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# Southport College Student Charter

## In Partnership with You 2020/21



If you need more copies of this publication or require the information in an alternative format, please contact Student Guidance.

Information is correct at time of going to press. Although every effort is made to ensure accuracy, from time to time inaccuracies may appear. All Southport College students are subject to the College's policies and procedures.

### This Charter tells you:

- What you can expect from us
- What we can expect from you



This Charter and all its statements are reviewed annually. The review outcomes are reported to the Governing Body who initiate development and change where appropriate. All full-time students have the opportunity to vote for Student Representatives who represent their course at Student Representative meetings and Team meetings. All students are eligible to be nominated for a place on the Student Council and it is the Student Council's responsibility to elect Student Governors.

Surveys and other means are used to seek opinions from:

- Students
- Potential students of the College
- Parents
- Guardians and other family members
- Employers using College services
- Members of the local community

In addition, the College encourages feedback through the 'Comments, Compliments and Complaints procedure'. Formal complaints are thoroughly investigated and the College will usually respond within ten working days. In addition, the Student Guidance Team is always available to discuss any general issues informally and will try to resolve any problems quickly.



### Additional Commitment to Employers and Community

The College will actively promote links with:

- Employers
- Job Centre Plus
- The National Careers Service
- The National Apprenticeship Service
- Communities
- Schools, colleges and higher education institutions
- Local Education Authorities
- Skills Funding Agency
- Employment services
- Professional bodies and institutes
- Awarding bodies
- Health services
- Locally based charities

As part of this we will:

- Organise information events
- Publish detailed information about the College and its programmes
- Take part in visits and presentations
- Organise work experience
- Engage in joint initiatives
- Promote the Employer Charter

Employers who have employees participating in a work-based programme or are sponsoring an employee can expect the College to:

- Make available students' reports and provide progress review opportunities
- Provide a clear statement of employer and College responsibility for Health and Safety assessment and supervision

Employers who provide placement opportunities can expect the College to:

- Make contact with them
- Tell placement providers about the student's learning programme and the role of work experience within it
- Take account of employers' comments about the student
- Maintain contact with students on placement







### Access for All

This document describes our commitment to students and potential students of the College; parents; guardians and other family members; employers using College services and members of the local community. It reflects our aim to provide outstanding education and training for individuals and employers.

#### Access for All Statement

Access for All embraces the College's commitment to Equality and Diversity.

Our commitments:

- Eliminating discrimination and actively promoting equality of opportunity for all current and prospective students
- Everyone in College to be treated with respect and dignity
- An environment in which a diversity of backgrounds and experiences is valued
- Fair and equal treatment for all College stakeholders, including potential students and staff
- A positive working and learning environment
- Learning opportunities that take place in a safe, healthy, caring and friendly environment; in which expectations are high and committed students can achieve
- Zero discrimination, harassment or victimisation
- Tackling equality gaps and improving learner success
- Ensuring accessibility of assessment in line with awarding body regulations

We will make reasonable adjustments to ensure that our commitments are realised. If you wish to discuss any aspect of our Access for All commitments, please contact your Progress or course tutor.

We hope you find Southport College to be an inclusive and welcoming organisation.

### Making Informed Decisions

If you are thinking about education or training, you can access free, impartial information and advice from the College about the range of courses, subjects and qualifications that are available, including entry requirements.

The College strives to offer information, advice and guidance through a wide range of activities including open days, community events, and school based events. Literature is also distributed to local libraries and course guides are distributed through local newspapers and other appropriate outlets to ensure that as many potential students of all ages, cultures, abilities and backgrounds have the opportunity to learn and to break down barriers to access.



## Students, their families and employers can expect the College to offer:

### Clear and accurate information on:

- Education and training opportunities both within the College and elsewhere
- Entry requirements
- Course content and methods of delivery
- Assessment arrangements
- The time students will need for personal study in addition to timetabled sessions
- Possible progression routes
- Courses fees (if payable)
- Additional costs of materials, clothing, visits and other costs associated with the course
- Support available
- Financial help available
- Inspection results
- How to apply

Access to Information, Advice and Guidance; Counselling; and additional support for learning from specialist qualified staff, for example:

- Careers, apprenticeships and jobs and how to apply for them
- Further and/or Higher Education or training and how to apply
- Financial matters
- Personal matters
- Extra help and additional support for learning is available should you need it

### Committed, professional staff who will:

- Ensure that all sessions start and finish on time and give students notice and an explanation of any unavoidable cancellation or rescheduling of classes
- Provide high quality teaching and training that suits students' needs, ability and experience
- Provide regular, fair and accurate assessment
- Mark all submitted work and return it within three working weeks, unless otherwise agreed
- Regularly review progress and give constructive feedback and advice about how to improve
- Learning resources and support that will give

### students:

- Access to well equipped, up to date learning resources and high quality information technology facilities.
- The opportunity to inform us of any additional needs which will be dealt with professionally and discreetly. We will try to help through a range of support, based on individual requirements.
- Access to additional support for maths and English provided by specialist staff

### Additional entitlement for full time students

- The opportunity to develop maths and English skills
- Diagnostic assessments of maths and English skills to identify in-class support
- Assessment of learning styles
- Guidance interview to help you select your programme of study on request
- The opportunity to meet with your Progress Tutor on a weekly basis (16-18 year olds)
- Formal occasions to review your progress that will be shared with the parents/guardians of 16-18 year olds
- An Individual Learning Plan (ILP)
- A comprehensive careers education programme
- Personal and social enrichment programme offering social and recreational activities
- Work related activities where appropriate



## What we expect from you:

The College creates an environment that is safe and welcoming to all students, staff and stakeholders. We promote a positive culture where students are able to learn and develop in a respectful and fair environment.

### Positivity

You can advance in our positive culture by:

- Recognising the importance of enjoying college
- Supporting a healthy college
- Leading by example; by adopting an 'I can do' approach
- Working together to complete tasks
- Engaging in cross college enrichment and fundraising activities

### Innovation

We will encourage innovation in you by:

- Making full use of college resources including the LLC and Student Guidance
- Actively take part in Learner Voice activities to improve your student experience
- Embrace challenges and consider new ways of working
- Represent the College in cross-college and external competitions

### Achievement

To promote a culture of achievement and high expectations, we expect you to:

- Attend all classes and any other activities that form part of your agreed programme regularly and on time
- Ask for help if you need it and tell staff about any concerns that may affect your learning so help and support can be arranged
- Set yourself aspirational targets to ensure you achieve your potential
- Take ownership of your career planning

### Respect

You will be expected to respect and value others by:

- Respecting college rules and complying with the 'Code of Conduct'

- Cooperating with all staff and students
- Behaving in a polite, courteous and friendly manner that does not offend and does not discriminate
- Acting in accordance with the British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different backgrounds, faiths and beliefs

### Professionalism

You will need to:

- Take responsibility for organising your own learning
- Be accountable for your own actions
- Observe all health and safety regulations by caring for the physical environment of the college
- Always wear your student ID badge to maintain a safe and orderly environment
- Arrive on time and be ready to work; by being prepared with correct equipment and/or appropriate clothing

### Learner Voice

The College will endeavour to listen to students and respond to their feedback by ensuring the following mechanisms are in place:

- Student Representatives
- Student Representative groups
- Student Council
- Student surveys
- Comments, Compliments and Complaints procedure
- Student Governor representatives
- Opportunities for informal discussions with Student Guidance staff as well as those available with course tutors
- Opportunities to contribute to the development of College policies

