

This Charter sets out how the College seeks to provide a quality service to you.

It is a mission document and not intended to be subject to formal legal proceedings. We recognise that the College needs to continually change to meet the needs of its many client groups, and therefore this Charter may be updated throughout the year. Please refer to the terms and conditions of enrolment and your student handbook.

The College Charter

The College wants you to succeed and will do all it can to help you.

By coming to City College Plymouth you are able to study:

- a wide range of academic and vocational courses
- in a range of different modes, for example full or part-time, day or evening
- from the age of 16 (or 14 through a partnership with your school).

We are committed to treating everyone fairly and with respect. We encourage and support applications from all sections of society and promote the benefits of living in a diverse community. We seek to support your learning and remove any unfair barriers to your study and success.

We are committed to providing support to all students with learning difficulties and/or disabilities. If you think this applies to you:

- ask for a copy of our Accessibility Commitment
- tell us how you think we can help you.

Each year we aim to further improve:

- the quality of teaching and learning
- student achievement and success
- students' attendance
- students' experience of learning
- students' enjoyment of College
- student satisfaction
- staff qualifications and experience
- accommodation and facilities.

The College libraries hold copies of all College reports, statistics and policies, many of which can also be found on the College website (www.cityplym.ac.uk).

Student Charter - in partnership with you

To help you succeed we seek to:

- give you current, clear and concise information about our courses before you enrol
- help you choose the course that is most suitable for you
- give you information on the qualifications you can get and the opportunities to which they lead
- ensure you understand the standards you need to reach to be successful
- help you settle into your course and the College, and tell you what you need to know to be a successful student
- explain how much work you will need to do, and when and where to attend classes and other activities
- before you do your first assignment, give you accurate information about the way you will be taught and the topics to be covered
- tell you when, where and how you will be assessed
- by the end of your first week make sure you have a personal tutor.

During your course we aim to:

- provide qualified and experienced staff
- assess you fairly and regularly
- provide encouragement and feedback on your progress
- give advice on how you can improve
- help you identify any learning support needs you may have and ensure, where practicable, we provide additional support to help you succeed
- ensure your studies are not adversely affected by staff absence
- provide suitable accommodation and resources for you to study
- offer you student support services if you need them, such as careers guidance, student funding advice and counselling
- offer you recreational and leisure activities so you can enjoy College and meet other students

- involve you in the College's decision making through a variety of student feedback channels (student representatives, student surveys and focus groups, the Students' Union etc)
- keep your parents/carers informed of your progress if you are under 18 at enrolment, and seek your permission to do so if you are over 18 at enrolment.

To help you succeed you agree to:

- take an active part in pre-enrolment and induction activities, so that you can be sure the course is the right one for you
- take responsibility for organising your own learning
- use your time to learn to the best of your ability
- attend all your classes and any other activities that form part of your agreed course on time - if you are unable to attend, please let the College know as soon as possible
- ask for help if you need it
- sign all your work as your own before handing it in on time
- make full use of the resources available including the libraries, computer facilities, learning support services and Student Services
- co-operate with all members of staff and other students
- pay any fees and charges promptly or, if you have difficulties, discuss them with the Student Funding team
- abide by all College rules and regulations, including anti-bullying and no smoking.

Students and staff are expected to:

- behave in a polite, courteous and friendly manner
- treat everyone fairly and with respect
- take responsibility for their own actions
- observe all health and safety regulations and safeguarding guidelines to ensure a safe learning environment
- care for the physical environment of the College
- abide by the College's anti-bullying and no smoking policies.

We want to get it right

We want you to succeed

If you have any worries about your studies, try to go for help as soon as you can. You can talk to your personal tutor, subject lecturer, programme area manager, student representative, mediator, a member of staff from Reception, Student Services or Student Liaison, or the Students' Union.

Telling us what you think

Please tell us if things are going well, and also if you think we could make some changes. We also want you to tell us if you are not satisfied with any aspect of life at the College.

There are various ways of doing this:

- talk to the people listed above
- tell your student representatives
- complete the student surveys
- make a formal complaint using the Talkback form.

If we have failed to live up to a Charter promise, we want to know so that we can sort it out.

Talkback for Formal Written Complaints

If you wish to complain formally, please complete a Talkback form, available on the College website, student intranet, Moodle or from Reception. You can return it to Reception or via e-mail to complaints@cityplym.ac.uk. Your complaint will be dealt with fairly, sensitively and in confidence. We will acknowledge your complaint within five working days and send you a response within ten working days. Some complaints, especially if they are complex, may take longer. If it is going to take longer then we will let you know, keeping you informed of progress. If you are not satisfied with the College's response, the Complaints Officer will advise you on what to do next.

You have the right to expect a good service from the College. Please give us your views on how we can improve.

Parents' and Carers' Charter - our commitment

We aim to ensure that parents and carers receive full information about the course, College support and student progress for full-time students under 18 at enrolment, and encourage your involvement.

In return we ask that you make appointments to see College staff, particularly if you have concerns, so that all the relevant information can be gathered beforehand. If a student is over 18 at enrolment, the College needs their permission to discuss them with you.

Employer Charter - our commitment

We will work with the city and region's employers to:

- develop a workforce with the skills to meet their needs
- provide appropriate and relevant training and services of the highest quality
- develop positive and mutually beneficial relationships with employers and other key business partners.

Staff Charter - our commitment

We will ensure that each employee's contribution to the success of the College will be valued. Each employee will be encouraged to contribute positively to the achievement of the College's aims and objectives and the implementation of its policies. To underpin this, the College will support all employees in their development, where that development is consistent with the objectives, mission and values of the College and the annual training and development plan.

We will ensure that employees and Corporation members fulfill their duties by:

- promoting the College's mission, vision and values
- taking an active and supportive interest in the College's activities
- encouraging them to undertake training and development.

If you require this Charter in larger type or a different format, please call 01752 305300

College Charter 2011/12

The College Charter tells you:

- what you can expect from the College
- what you can do to help yourself make the most of your time at the College
- what the College expects of you.

City College Plymouth

Vision

- To be the South West's leading provider of innovative, skills-based, vocational education and training.

Mission

- Building a better Plymouth through the delivery of high quality education and training which will enhance students' employability prospects and which is responsive to the needs of our communities.