

Complaints, Comments or Compliments

If you wish to make a formal complaint, please complete a Talkback form - available on the College website, Moodle or from Reception. You can return it to Reception or via e-mail to talkback@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

With student consent, we aim to ensure that parents and carers receive full information about the study programme (course), College support and student progress for full-time students under the age of 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.

Employer Charter

The College agrees to:

- support the City and region's employers in the development of people with the skills to meet their needs
- provide appropriate and relevant training and services to the highest quality for local and regional employers
- develop positive and mutually beneficial relationships with employers and other key business partners.

What employers can expect from City College

- Accurate and timely information regarding courses, funding changes and other services via our website, brochures and other materials.
- Course information will include costs, content, assessment methods, frequency, timing, duration and entry requirements.
- The College will offer impartial information, advice and guidance to employers.
- Business Engagement Managers who will deal with all queries within two working days of initial contact.
- If appropriate, a Business Engagement Manager will be made available to advise on the best routes for achieving any training needs.
- A safe and healthy learning environment.
- Professional teaching staff who are committed to the promotion of learning, and who are highly qualified and competent within their field of expertise.
- Opportunities to feedback to the College, via student and employer satisfaction surveys, and the account management process.
- The opportunity to participate in Sector Employer Advisory Groups, to inform the development of the College's offer.

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 fulfil 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.

College Charter 2018/19

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.

Our Vision

We are a College with a national reputation for promoting enterprise, employability and science, technology, engineering and mathematics (STEM).

Our Mission

To be the South West's leading provider of innovative, technical, professional education and training by supporting partnerships for growth, raising aspirations and fostering wealth creation.

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. This Charter may be updated throughout the year.

The College Charter

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.

Each year we aim to further improve:

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

Student Charter - in partnership with you

To help you succeed we seek to:

- provide accurate information and impartial advice on courses on offer, including course aims/objectives, assessment, costs, entry qualifications (if applicable) and progression options
- build employability skills and work experience (where necessary as part of your course studies) into your course/study programme and enable you to undertake relevant work experience to support your course studies
- help you settle into your course/study programme and the College, and tell you

what you need to know to be a successful student

- help you to set meaningful and aspirational targets in order to chart your progress and career development, as well as challenging you to achieve the best you can from your College experience
- explain how much work you will need to do, and when and where to attend classes and other activities.

During your course/study programme we aim to:

- provide qualified and experienced staff
- assess your work fairly and regularly
- provide encouragement, improvement advice and feedback on your progress
- help you identify any learning support needs you may have and ensure, where practicable, we provide additional guidance and support to help you succeed
- build employability, work experience (where required) and life skills into your course, to ensure you have the best chances of progressing to employment and/or further study
- 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 welfare advice and guidance
- offer you recreational and leisure activities so you can enjoy College and meet other students

- involve you in the College's decision-making through student feedback opportunities (student representatives, student surveys and focus groups, the Students' Union etc)
- work with you to set meaningful targets throughout the year to review progress as well as to stretch and challenge you
- with your consent keep your parents/carers informed of your study programme progress.

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
- take part in relevant work experience (where necessary) as part of your study programme
- use your time to learn to the best of your ability
- regularly attend and be punctual for all your timetabled classes and any other activities that form part of your agreed course
- ask for help if you need it
- be aware of the consequences of plagiarism and 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, virtual learning environments and learning support services
- regularly check your College e-mail account
- 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, academy manager, student representative, mediator, a member of staff from Careers, Student Journey or the Students' Union.

Telling us what you think

Please tell us if things are going well or 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 course representatives
- raise the issue at a focus group meeting, Student Conference and/or Student Council meeting
- complete the student surveys
- make a formal complaint, comment or provide a compliment 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.