



Stroud
COLLEGE
Opening doors, opening minds

POLICY TITLE:

STROUD COLLEGE CHARTER

POLICY PREPARED BY ROLE APPROVED BY DATE	Anna Stephenson Quality Manager SMT 15 June 2009
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Stroud College COLLEGE CHARTER

1. Our commitments to students

We will provide:

- Access to fair and impartial advice before choosing a course
- A prompt response to your application
- Accurate information about the College, the courses and training available and likely costs
- Advice, screening and support for those with particular requirements
- An introduction to the course and the College (Induction)
- A Student Handbook where you can find detailed information about all aspects of the College, and the many services and facilities offered
- A Course Handbook or specific information about your course or training programme
- A named academic tutor
- Regular planning and reviews
- A planned programme with a range of learning experiences
- Assignments and coursework which say clearly what you must do and how you will be assessed
- Return of your coursework within ten working days or as agreed with the tutor, with clear feedback advising how you can improve
- High quality resources
- Additional support for learning for everyone who needs it
- Careers information, guidance, counselling and advice for everyone who needs it
- A clean, safe and secure working environment both at College and in work placements
- A full range of support services

- Promote a caring and supportive atmosphere
- Respect the differences of all in our community, and uphold the aims of the College Equality Scheme
- We will respond to your concerns in a timely manner.

Learner Voice:

- Your tutor will consult you on a regular basis about the delivery of your programme
- We will ask for your comments and suggestions about the College through:
 - Student representation on Course Teams, Student Forums, the Student Council and the Board of Governors
 - Student and employer satisfaction surveys
 - Compliments and complaints feedback

2. Your commitments to the College

We expect you to:

- To actively participate in the life of the College and abide by our rules
- Take responsibility for your learning by attending regularly and punctually, and working hard at your studies and /or training
- Cooperate with your tutors, assessors and other College staff and make active use of learning support if you need it
- Seek help if you need it
- Help to make the College a safe place for all
- Be considerate of the rights and interests of other College users
- Take care of the College buildings and furnishings, and respect other people's property
- Respect the computer equipment provided and use the facilities in line with the terms and conditions of use issued by the College
- Celebrate differences in culture, ability, race, gender, age, sexual orientation or social class
- Play an active part in equal opportunities
- Let us know quickly if you feel we have not provided the service we have promised, or if you have any other problem

This Charter is reviewed and updated each year. We welcome feedback about our performance. Comments and suggestions cards are available from reception areas on all sites.

Complaints about any failure to meet our commitments can be made through the College complaints procedure.