



Charter

2009/10

Approved by : Corporation
Responsible: Willis Field
Date: July 2009
Review Date: July 2010

MISSION STATEMENT

Chelmsford College will enable success for all learners through the provision of high quality, flexible teaching and learning opportunities across a broad range of vocational and academic disciplines.

The Values of Chelmsford College

The college is aiming for excellence. This excellence will emerge from the five essential values of the College which are:

- First priority is high quality teaching and learning – directing most resources at raising learners' achievements
- Opportunities – providing breadth of provision and a range of progression opportunities
- Supporting the individual – identifying specific needs and tailoring the programme for individuals
- Continuous improvement towards excellence – constantly reviewing and evaluating our performance
- Working with partners/teams – working collaboratively within the college and partners outside

MESSAGE FROM THE CHAIR OF THE CORPORATION

The Corporation wishes to ensure that the College delivers its mission and maintains its position as a provider of high quality education and training.

The Charter is intended to be a practical document, showing how the College seeks to serve its clients. It provides details of the standard of service we wish to provide to learners, sponsors and parents.

This booklet is intended to be concise and easy to use. We have not, therefore, included full details of all policies and procedures, but have explained how to gain access to these.

Signed _____

Chair of Corporation

Signed _____

David Law
Principal

If you have any difficulty reading this, please ask for help from Janet Maynard, ext 3011

08/11/2012

Before you join us we will:

- Provide accurate information and impartial advice about the provision and services we offer
- Provide initial guidance interviews within 10 days of your request
- Provide an acknowledgement of your application for a full time programme within 5 days
- Complete the full time application process within 6 weeks of your application
- Provide advice to part time students at enrolment or before if required
- Work with you as appropriate to establish your learning needs and an appropriate learning programme
- Work with you as appropriate, to identify any learning support requirements
- Offer information and advice about financial support which might be available

While you are with us we will:

- Provide a comprehensive induction programme
- Provide a safe, suitable and healthy environment in which to learn
- Provide high quality teaching and learning opportunities
- Promote equality of opportunity for all
- Provide regular feedback on your formative assignments
- Provide learners who submit summative assessments by the due date with an assessment outcome within 20 days of receipt, unless the group has been informed otherwise
- Where appropriate provide reports, at least one per year, to parents/employers
- Provide opportunities for you to comment on the college and your programme
- Publish examination dates as soon as possible on examination notice boards
- Provide the structure of your programme during induction
- Provide you with the opportunity to raise issues and complaints
- Do our utmost to safeguard the welfare of all our learners

When you are ready to progress we will:

- Provide opportunities to access guidance on careers, further study, employment
- Provide access to information about progression routes
- Provide support with applications for progression
- Provide any employer with a reference for you within 15 days of receipt of the request

For learners with learning difficulties or disabilities we will:

- Provide assessment of your individual needs
- Provide a learning support plan within 15 days of assessment
- Offer a wide range of support and services to learners in liaison with external specialist providers
- Offer you the opportunity to comment on the effectiveness of your learning support programme
- Provide, where reasonable, alternative methods of accessing the curriculum and other college services and publications

For the community we will:

- Actively liaise with community groups and identify community needs
- Actively promote lifelong learning for all
- Provide access to learning in the community
- Support the achievement of government targets for Skills for Life
- Work to provide flexible opportunities for learning
- Work with partners for the benefit of learners

For employers we will:

- Discuss your training needs with you and endeavour to offer bespoke or infill opportunities for learning
- Provide you with the opportunity to comment on the college and its provision
- Provide you, where appropriate, with at least one report per year for each learner
- Provide you with advice about accredited learning and funding opportunities
- Provide work placement providers with appropriate guidelines and support

What do we expect from you:

- To take reasonable care at all times for the health and safety of yourself and others
- To support the college's Equality and Diversity policies.
- To observe all college regulations (See Student Handbook for details) and conduct yourself in a reasonable and courteous manner that ensures respect for all members of the college community
- To attend punctually and regularly and to complete assignments by the due date
- To return all college property on completion of your learning programme
- To inform the college in a timely fashion of any problems so that solutions can be sought

For Further Information

In addition you are able to access college policies on the college intranet or by contacting Client Services on 01245 203009. These include:

Equal Opportunities Statement
Single Equality Scheme
Health and Safety Policy
College Disability Statement
College Prospectuses
Admissions Policy
Student Disciplinary Code
Student Handbook
Complaints Procedure

This Charter is available from Learning Centres, from the College Intranet and from Client Services. We welcome comments on the college and its services. Please contact W Field, Director of Client Services.

Tel: 01245 265611

E mail: fieldw@chelmsford-college.ac.uk

* Please note that all "days" referred to in this document are working days

08/11/2012