

MidKent College

Charter



MidKent College

OUR COMMITMENT TO YOU

The College is pledged to provide all students with equality of opportunity and embraces its statutory obligations to guarantee an environment which is free of racial, sexual, religious, cultural and physical discrimination.

The College staff will treat all its students with respect and in return the College expects each student to participate actively and positively in their learning and to respect their fellow students, staff and the College environment.

MIDKENT COLLEGE CHARTER - THE COLLEGE'S COMMITMENT TO YOU

Whether you are a student, a parent, carer or an employer, we aim to provide you with a quality service which meets your individual needs. We want every learner to achieve their potential and to be successful. We will work with you to set challenging and engaging learning programmes of study so that you achieve your qualification.

This Charter will:

- > Inform you of the standards of the service you can expect from us
- > Inform you of what we expect from you
- > Inform you of what to do if things go wrong

WE WANT ALL LEARNERS TO BE SUCCESSFUL

The College works continuously to raise standards and the aspirations of all students. We make sure students make good progress towards their goals such as higher education or into employment so that they find their time at College rich and rewarding.

MidKent College is committed to providing a supportive and challenging educational environment in which all members of its diverse community can realise their potential. The needs of the students are our highest priority and the College seeks to continuously improve the quality of its courses and services to students. The College will strive to ensure academic and personal progress and the well-being of all students through the delivery of outstanding learning, functional and work skills, personal development and equal opportunities. The College will also work with outside organisations to integrate care and education to enhance learning and support.

We will provide a highly relevant range of courses that gives all our students clear progression opportunities to higher level programmes or into the world of employment. The College will work with schools, employers and other local agencies to encourage participation and to create opportunity for our students.

PARTNERSHIP WITH PARENTS AND CARERS

The College recognises the very important partnership between the College staff and parents and carers in supporting students. One of the most important things for students is that they are supported and encouraged throughout their learning, therefore the College will provide regular feedback to parents throughout the year.

PARTNERSHIP WITH EMPLOYERS

Employees have many informal contacts with the College and these are encouraged. Employers are represented formally as Governors on the College's Corporation. Many of the curriculum areas also have links with employers with a close working knowledge of the vocational areas involved. If you are an employer and make use of the College, you are a customer and can expect to be treated as such.

We aim:

- > To offer employers and their staff accessible, flexible, high quality training programmes which are designed to suit them
- > To contribute to the development of the local community by improving the skills of the workforce to the benefit of local employers

WHAT YOU CAN EXPECT FROM US BEFORE YOU COMMENCE A COURSE

STUDENTS	PARENT or CARER	EMPLOYER
<ul style="list-style-type: none"> > we will ensure all potential students have access to independent advice and guidance to help you select the right course at the right level for you > we will safeguard your welfare, promote your personal development, and maintain high standards and expectations. > we will work you hard to ensure you are successful > acknowledgement of all enquiries and applications within five working days > free and impartial guidance onto a programme > free, accurate and impartial information and guidance through our prospectus, individual programme leaflets, the College's website www.midkent.ac.uk > through the College's Advice and Guidance advisers which will tell you: > what grades or other requirements you have to meet to gain entry to a particular study programme or offer you a suitable alternative > the type of teaching, assessment methods, arrangements for other learning and for work placements where these are relevant > about progression and career options which arise from each course about the structure and aims of the course > about the College's interview process where this is necessary > how to request an impartial, supportive and confidential guidance interview with a member of our Educational Guidance Service, normally within ten working days of receiving your request > a fair and thorough interview for all applicants to full time courses (also available to part time applicants upon request) where you are able to: > tour around the College and its facilities > discuss your learning plans > receive information about the results and destinations of previous students > the results of your interview within ten working days > accurate information on course fees and costs for each programme, including any arrangements for reduced charges > information about the sources of financial help on request > an offer of a place on a suitable programme or referral to an alternative institution or course. 	<ul style="list-style-type: none"> > good impartial advice > details of the programmes offered by the College and referral to other providers where we feel we unable to match the students needs > details of the College's parents evenings > arrangements for updating on progress, attendance and behaviour > to be asked to sign an agreement with the College about supporting the student > details of the parent and carer information available on-line through the College's website. 	<ul style="list-style-type: none"> > flexible approach to delivery to meet employers needs > the level, content and price of the course > identification of contribution towards business aims and what really influences staff performance > training needs analysis > design of bespoke business solutions > accreditation of existing suitable in-house programmes > a risk analysis of tasks undertaken in the work place > provide feedback to telephone enquiries within 48 hours. > acknowledge e-mails and written enquiries within 48 hours. > arrange an interview or organisational needs analysis with our Training Consultant where appropriate. > Provide full detail of the ways in which the course can be studied, e.g. full-time, part-time, flexible learning, work based assessment. > Comprehensive content of courses and how they will be assessed. > Supply full detail of entry requirements for each course. > Course costs and when/how to pay. This will include information regarding any additional financial or funding opportunities that may be available to your organisation. > Advice and guidance on progression.

WHAT YOU CAN EXPECT FROM US DURING YOUR COURSE

STUDENTS	PARENT or CARER	EMPLOYER
<ul style="list-style-type: none"> ➤ we will provide teaching that promotes learning, addresses your individual needs and includes regular, accurate and fair assessment the planning and monitoring of your personal and academic development ➤ support to ensure you attend regularly and remain on target to achieve your qualification ➤ help from us to overcome obstacles to the successful achievement of your qualification ➤ a course handbook which details the methods of teaching and assessment and what you can expect to learn ➤ a course calendar which will include key dates and the frequency of assessment ➤ well planned challenging lessons and effective management of your learning ➤ a variety of teaching methods, including the continuous development of innovative techniques, suitable for the qualification and your own individual needs ➤ the early identification of any additional learning support needs and help in addressing those needs ➤ qualified, committed and experienced staff supported by on-going staff development ➤ lessons which start on time and are cancelled only in very exceptional circumstances ➤ high expectations of your performance and application to your studies at all times ➤ your work to be marked and returned within 15 working days, if handed in on time (or a good reason given) ➤ constructive feedback which informs you how you are progressing and how to improve ➤ a chance to express your opinions about the course and the College through student surveys and through elected student representatives ➤ the promotion of independent research through resources that enable you to broaden your knowledge and enables you to study independently ➤ the promotion of e-learning, functional and work skills ➤ to have your views listened to and considered positively ➤ your rights and responsibilities to be explained to you ➤ enrichment activities to help you develop and enjoy your time at College ➤ supportive, well thought out partnerships with schools to enable alternative progression routes for all 14 - 19 year olds ➤ effective Child Protection arrangements that are reviewed annually ➤ extra support for vulnerable young people ➤ a good range of well structured courses at all levels which are reviewed annually 	<ul style="list-style-type: none"> ➤ full details of the programme being studied by your son/daughter/ward, including a timetable, a year plan and the name of their Personal Tutor within four weeks of the start of the course ➤ access to the Personal Tutor to discuss the students' progress, on request ➤ arrangements to inform parents and employers of progress e.g. Parents/ employers evenings. <p>If you are a parent or a carer of a student under 18, you can expect:</p> <ul style="list-style-type: none"> ➤ full details of the programme being studied by your son/daughter/ward, including a timetable, a year plan and the name of their Personal Tutor within four weeks of the start of the course ➤ access to the Personal Tutor to discuss the students progress, on request ➤ arrangements to inform parents and employers of progress e.g. Parents/ employers evenings. 	<ul style="list-style-type: none"> ➤ attendance and progress reports ➤ to be invited into the College to see the resources and to discuss the students progress if they study at College ➤ regular feedback in the workplace following each review and assessment visit ➤ to be asked to assign a mentor to each trainee in the workplace ➤ regular updates on any element of the course which takes place at College ➤ respond to enquiries within 2 working days ➤ give you a named contact who will act as your main point of contact ➤ give you information about course content, qualifications and funding ➤ provide well qualified, professional, experienced staff ➤ give you the information you need before, during and after the course. We will give you and your staff information packs, full induction programmes, regular contact about progression, opportunities for feedback and evaluation ➤ we will give you and your staff information packs, full induction programmes, regular contact about progression, opportunities for feedback and evaluation

WHAT YOU CAN EXPECT FROM US DURING YOUR COURSE - CONTINUED

STUDENTS	PARENT or CARER	EMPLOYER
<ul style="list-style-type: none"> > to gain qualifications that develop you personally and academically > time and resources to enable you to work independently > a safe environment that promotes the wellbeing of all young people > we will work you hard to ensure you are successful > a Student Planner containing details of the College's support services, facilities and what is expected of you within ten days > an ID card will give you access to the Library and Information Centres and the learning resources and Computer facilities > an induction into the use of the Learning and Resources Centre within four weeks > a diagnostic test in literacy and/or numeracy to assess your needs (full time students) > a comprehensive induction programme to help you settle in quickly > agreed learning support and individual guidance at all stages of your programme. <p>All full-time 16-18 year old full time students will receive the guidance of a dedicated Personal Tutor for your whole programme, who in liaison with teaching staff, will:</p> <ul style="list-style-type: none"> > provide a learning programme which has been planned with you within seven weeks of starting your course > assess and review your progress and record your achievements four times a year > set and monitor challenging targets and record your progress > monitor your attendance > help you study effectively > provide group tutorials to develop personal and social skills for one hour a week > provide advice on progression opportunities and how you apply for jobs or further study > make available enrichment activities which contribute to your enjoyment and achievement > give access to support from counsellors and educational and careers guidance. 		

WHAT YOU CAN EXPECT FROM US AT THE COMPLETION OF YOUR COURSE

STUDENTS	PARENT or CARER	EMPLOYER
<ul style="list-style-type: none"> > results as soon as they are available > a progression discussion to plan your next steps > advice about employment options > support in making UCAS applications to universities > a reference about your time with the College > a review of the course and its overall success > certification of successful completion of qualifications 	<ul style="list-style-type: none"> > feedback on the students outcomes > advice and guidance on the next steps > progression opportunities for the student > celebration of students achievement 	<ul style="list-style-type: none"> > certification and accreditation > advice on progression and top up training

WHAT WE EXPECT FROM YOU

STUDENTS	PARENT or CARER	EMPLOYER
<p>Stay Safe</p> <ul style="list-style-type: none"> > students will, at all times, have their identity badges on them and must not loan or borrow others identity badges > students will not encourage or help anyone gain entry to the College who is not a member of staff, a fellow student or an authorised visitor > students are not permitted into any classrooms or workshops without being accompanied by a member of staff > food and drink are only permitted to be consumed in designated areas > if a students changes address, or employer during their course of study they must inform their tutor as soon as possible <p>Be Healthy</p> <ul style="list-style-type: none"> > the College has a zero tolerance policy to: drugs, alcohol, theft, criminal behaviour, bullying - including cyber bullying and to the causing of malicious damage to any College property > the College also has a 'No Chewing Gum Policy' on all of its sites > the College staff have the right to stop, restrain if necessary and search students they think they may pose a threat to other students or to staff by the carrying of a weapon > students must conform to those conventions of adult behaviour accepted by the College in the way they dress and conduct themselves including: wearing uniform, safety clothing required by the area in which they study > students should conduct themselves as ambassadors of the College at all times > students are to follow the instructions given to them by staff. Signs will sometimes be used to inform students of expected conduct and these are to be observed e.g. 'Quiet Please Exam in Progress'. 	<p>Support for students so that:</p> <ul style="list-style-type: none"> > they attend all of their lessons unless there is a valid reason > they are punctual for every lesson > students do not take holidays during term time > appointments are not organised during timetabled hours e.g. Doctors, Dentists, Driving Tests > their assignment/course work is up to date > they wear appropriate uniform/protective clothing for the course > they bring the equipment for the course each day including a pen and paper > they attend any additional support classes outside of normal timetable hours deemed necessary by the curriculum team (these can include evenings and Saturday mornings) > they comply with the Student Code of Conduct 	<ul style="list-style-type: none"> > provide a healthy and safe working environment for training on your premises > support employees on training programmes > give us feedback with concerns or comments on our services > inform us about changes to staff, etc. > participate in business forums or advisory groups when possible

WHAT WE EXPECT FROM YOU - CONTINUED

STUDENTS	PARENT or CARER	EMPLOYER
<ul style="list-style-type: none"> > codes of safe working practice are to be followed at all times and students should ensure they are aware of the risk assessments for each lesson in vocational areas > any accidents that occur must be immediately reported to your teacher, tutor or to any member of staff > the College encourages learners not to smoke but where this is necessary it has set aside a smoking area and you may only smoke in this area whilst at College <p>Enjoy and Achieve</p> <ul style="list-style-type: none"> > work hard and to be successful in your studies > all students must maintain no less than 90% attendance during their first five weeks of study with the College. They must make contact with their area of study on each and every occasion where they are unable to attend for any reason throughout their study programme > course deadlines for the completion of work are to be met and where students encounter a difficulty they must share this with their Tutor > students are required to be punctual to all lessons and be suitably prepared and equipped to participate fully in their lessons this includes basic equipment like pens and paper > students are advised that progression from one year to another year at MidKent College is dependent upon: their full application to their learning, their attendance, punctuality and their level of achievement > students are responsible for the provision of their own books and equipment as identified by the College. They are also responsible for their safe keeping > where a student uses the Colleges books or other learning resources these are to be respected and the student will be held responsible for their safe return or their replacement > mobile phones are not to be used in lessons and will be confiscated if they cause disruption to other learners > the use of personal stereo systems e.g. iPod is prohibited in all lessons and in the corridors of the College <p>Make a positive contribution</p> <ul style="list-style-type: none"> > all members of the College community will respect each other regardless of differences in culture, race, ability, gender, age or sexual orientation > students must also respect the property of the College at all times no damage is to be caused to the College or its facilities by a student at any time 		

WHAT WE EXPECT FROM YOU - CONTINUED

STUDENTS	PARENT or CARER	EMPLOYER
<ul style="list-style-type: none"> > students must abide by the College code of conduct and associated regulations and pay tuition and examination registration fees as required by the College > students must respect others maybe studying at times when they are not and will therefore not cause noise or unnecessary disturbance to other students > please respect our neighbours and do not park outside on the main roads or in adjoining residential roads or in College restricted areas. Cars, and motor cycles must be parked appropriately at all times on College property if a student is to continue to enjoy this privilege > staff and students are asked to ensure they respect the environment of the College and not to drop litter and to ensure they clean up after themselves after meals times and other breaks. Waste must be deposited in the correct bin for recycling or landfill 		

WHAT TO DO IF THINGS GO WRONG

MidKent College is committed to achieving excellence in the delivery of education and training services through a process of continuous improvement. We set high standards for ourselves and seek to meet them. We therefore welcome and encourage complaints from learners, parents, carers employers and members of the public which let us know if we fall short of the standards they have a right to expect and that enable us to review our services.

From time to time things may go wrong or you may be dissatisfied with some aspect of the service you receive from us in such an event we ask you to following the College's complaints procedure. Please note that complaints about academic assessment, i.e. grades and marks, are covered by the Academic Appeals Procedure also available from Admissions and Information.

All complaints will be taken seriously and dealt with quickly. To ensure that the College is able to deal efficiently with complaints we ask you to make your complaint at the time the problem arises or as soon after as possible. Complaints must normally be made within one month of the problem arising.

If you are a learner at the College and would like help and assistance in presenting your complaint you can ask your Personal Tutor for support. They cannot make the complaint for you but can help you to make the complaint yourself.

If you are dissatisfied with the service or treatment you receive it is always best to raise the matter immediately with the member of staff you are dealing with. Tell them exactly what you are unhappy about and ask for their help in putting it right. Many problems can be resolved quickly and informally in this way. If however you have been unable to resolve the complaint informally to your satisfaction, you can make a formal complaint.

You can get in touch with us by phoning us at the **Quality Office on 01634 383182**, by completing a Comment/Complaint form available at all receptions or by emailing us at quality@midkent.ac.uk or by writing to

**The Complaints Officer,
Medway Campus,
Medway Road,
Gillingham,
Kent,
ME7 1FN.**