

Parent Charter

1. Introduction

Throughout this charter, we will use the term 'Parent(s)' to refer to parents, carers, or guardians who are detailed on a student's records as the emergency/next of kin contact.

MidKent College is proud of the achievements of our young people. We believe it is important to:

- Work in partnership with parents to support a young person's learning.
- Create a safe, respectful, and inclusive environment for our community (students, staff, and parents).
- Model appropriate behaviour at all times.

To help us do this, we set clear expectations and guidelines for all members of our community. This includes staff and students (via the respective Codes of Conduct). We have similar expectations of parent(s), and these are set out in this charter.

College is a different learning environment from secondary school. Here, we support our students to take responsibility for their own actions and progress, to assist their transition into independent learners. Support is offered by a range of staff to ensure progression, but your role as parent is just as important; we fully recognise that constructive home interaction has a positive impact on learning, behaviour, attendance, and progress.

We value the contribution parents can make towards their young person's education and would like to work in partnership with you to ensure that all our young people fulfil their potential.

2. As a valued parent, you can expect the college to:

- treat you with courtesy and respect.
- contact you if there are concerns over attendance, punctuality, behaviour, or progress. We will approach such concerns fairly, objectively, and transparently.
- encourage you to contact appropriate staff members in a timely manner should you wish to discuss any issues or problems and provide a comprehensive Complaints and Appeals Policy should this become necessary.
- support you in helping your young person fulfil their potential and provide updates as agreed with you in your preferred communication method.
- provide a timely response to any enquiry made to the College during our normal working hours subject to teaching responsibilities.

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3. The College expects you as a parent(s) to:

- collaborate with staff in the best interests of your young person and seek a peaceful solution by approaching the right member of staff to help resolve issues of concern in a reasonable manner.
- support your young person to achieve their potential by encouraging them to attend all lessons on time and be fully equipped for these, to complete independent study each week, and to meet deadlines set. Avoid booking any holidays in term time which will affect attendance.
- contact appropriate staff with any concerns or issues which might impact progress using the appropriate communication channels. For example, we expect parents to call named staff members to raise a concern rather than posting on social media.
- respect the ethos, vision, and values of the College, treating all members of our community with respect and dignity. Disruptive or threatening behaviours, harassment, physical written or verbal abuse (including offensive language) will not be tolerated.

4. College position on recording meetings

The College's position is that we do not permit the digital recording of any meetings.

This is because the meeting will involve College staff sharing professional views, discussing personal information and potentially referring to matters that require participants to speak openly and candidly. We have a responsibility to protect the privacy and data protection rights of all attendees and to provide an environment in which individuals feel able to contribute fully to the discussion.

We do, however, recognise concern about accurately capturing the information discussed. To support this, the College will ensure that where required detailed notes are taken during the meeting and that a written record or summary of the key discussion points and agreed actions is provided following the meeting.

Parents are also welcome to take their own notes during the meeting and to bring a companion or advocate for support, where appropriate

5. Responding to Concerns or Breaches of the Charter

If the College suspects, or becomes aware, that a parent has breached this charter, we will gather information from those involved and speak to the parent about the incident. This will include the sharing of confidential information in order to resolve in line with College policy and procedure.

Depending on the severity of the incident, and in accordance with relevant internal procedures, the College reserves the right to restrict parent's physical access or methods of communication if required to safeguard the wellbeing of our community.