

College Charter

The College is committed to providing all of its learners with the best possible learning environment and services, and to develop an ethos which values and promotes mutual respect, commitment, effort and achievement. We will also ensure that parents/guardians for under 18s are kept up to date with information on attendance, punctuality, behaviour and progress.

This Charter is split into two sections

- What you can expect of us
- What we expect of you

What you can expect from us:

- Clear, accurate and impartial information about your chosen programme and any alternative options before you begin, including information about fees and financial support
- An Induction Programme that helps you settle into the College and seeks to identify any disability or other factors that may affect your learning
- An Individual Learning Plan that identifies any additional learning needs you may have and supports you to achieve your goals successfully
- Access to a full range of guidance, careers advice and support services that help you to make the most of your time with us
- Access to high-quality learning resource centres to support your studies
- Teaching and assessment that is of high quality and relevant to your need
- Classes that start and end on time, and prompt information about any changes
- Clear and accurate information about how and when you will be assessed, and regular feedback to you and your parents/guardian on your progress
- A caring and safe environment free of bullying and harassment
- Every effort being made to provide equal access for all students to all our services regardless of race, age, disability, gender, sexual orientation, transgender and religion
- Listening and responding appropriately to any feedback that you give us; this may be informally or through your learner representatives (Learner Voice)
- Updates on KC Online on what action we have taken to address your comments

What we expect of you:

We expect you to take responsibility for your own learning by:

- Attending all classes, workshops, tutorials and required college activities
- Being punctual and completing all work set by agreed deadlines
- Informing the College if you are unable to attend classes
- Taking part in regular progress reviews with your personal tutor and teachers
- Seeking help with your studies where you need to and keeping appointments for any additional learning support sessions that you make

We expect you to help make the College a safe place for all by:

- Keeping to the College rules and regulations outlined in the Student Handbook and College Code of Conduct
- Treating everyone with respect and refusing to take part in jokes or behaviour that cause offence
- Respecting other people's property and the College environment, buildings and equipment

We expect you to let us know how we can improve our services by:

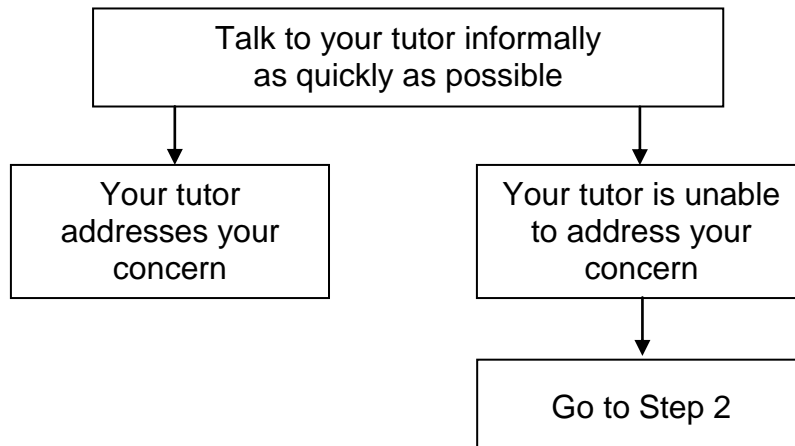
- Taking part in regular surveys and focus groups that ask for your views
- Completing feedback forms with your compliments, complaints and comments
- Electing learner representatives to the College Council and ensuring you feed back your views to them (Learner Voice)

Complaints, compliments and comments

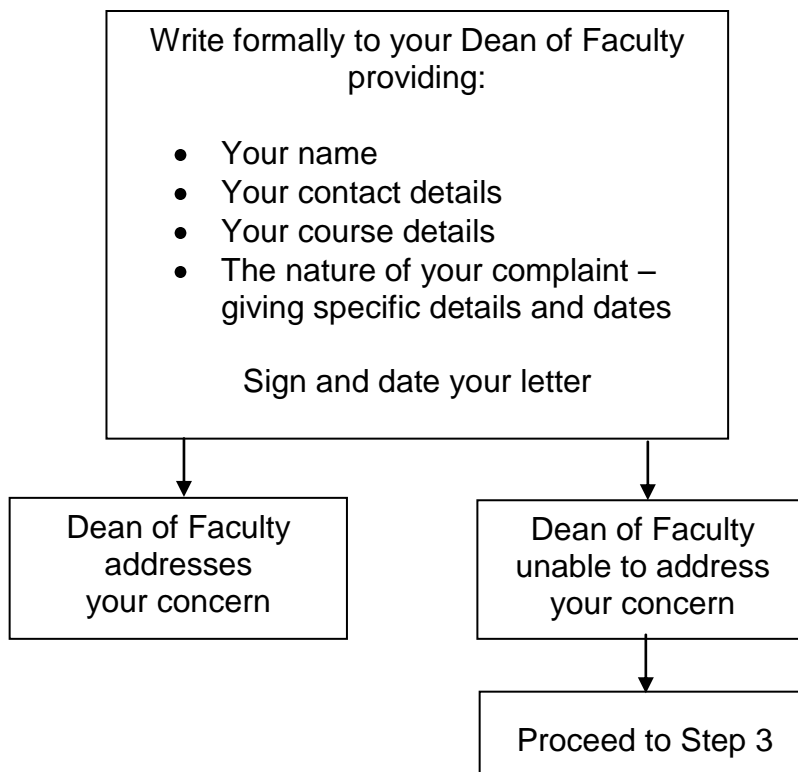
If you have a comment to make about any of **our services** you can get a feedback form from various locations around the College, for example, outside reception, your faculty office or the Learning Resources Centres.

If your feedback is regarding your **course or you feel you are being bullied or harassed**, then you need to follow the following steps:

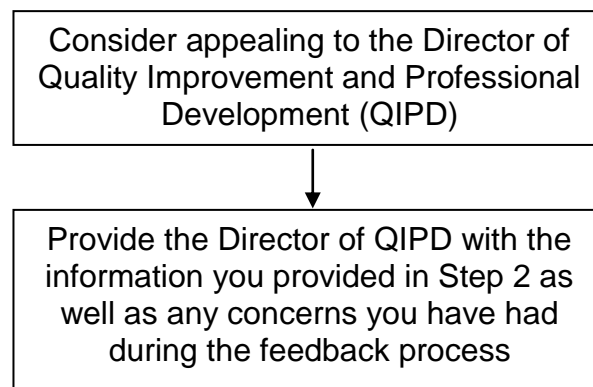
Step 1



Step 2



Step 3



Step 4

If you are still unhappy with the decision you have received in Step 3 and your course is government funded through the Learning and Skills Council or similar public body, you can contact in writing the LSC or that similar public body and set out your complaint. Their procedure will be available at their website or on written request from that body.

Additional Information

A copy of the Charter is available on the College website and in your Student Handbook and Diary. Alternative formats are also available on request, please contact 020 8546 2151 or info@kingston-college.ac.uk ..

We will monitor our success in delivering this Charter every year by seeking your views and suggestions about how we can continue to make improvements to the College. We will do this through:

- the Student Council
- Student Surveys
- Student Complaints, comments and compliments

In addition to this Charter, the following publications also contain important information about your rights and responsibilities:

- College Code of Conduct
- Disability Statement
- Equalities Policy
- Student Disciplinary Guidance and Procedure

Copies of these documents are available on the College website www.kingston-college.ac.uk