

THE COLLEGE CHARTER

Peterborough Regional College aims to ensure that you get the very best from your time with us and is committed to helping you achieve success in your studies.

The Student Charter exists as a partnership between you and the College, explaining what you can expect from the College and what we expect from you. The charter is reviewed and updated annually and your comments are welcomed since this will enable us to work with you to improve the quality of our service.

The College also publishes Parent and Employer Charters.

STUDENT CHARTER

A. WHAT YOU CAN EXPECT BEFORE YOU START AT COLLEGE

1. Clear information about courses and programmes

We will provide full information to help you to select the right course for you and provide information on College support services through the publication of course guides and information fact sheets. If you request a copy of any course guide ***your request will be processed within three (3) working days.***

2. An opportunity to look around the College

We hold regular open days throughout the year to provide an opportunity for you to look around the College. If you can't make it to one of these events, you can request a tour of the College at a convenient time by contacting the Marketing Unit.

3. Applications and admissions

We aim to respond to all enquiries and applications as quickly and efficiently as possible.

- You will receive ***acknowledgement of your application for a course within five (5) days of receipt***
- If your course so requires, we will endeavour to provide an ***invitation to a confidential interview within eighteen (18) days of you receiving the acknowledgement of your application.***

4. Interview process

At interview you can expect to

- receive impartial guidance
- be made aware of all the educational and training opportunities appropriate to you
- be offered advice from course and subject specialists from a range of areas
- receive individual and impartial guidance on educational, training and/or career opportunities in the local area
- be made aware of any necessary charges that you will incur by enrolling on a particular course
- receive details of any financial assistance that may be available to you
- be notified if you are required to provide a National Record of Achievement or other evidence in order to assess your suitability for certain types and levels of course or if you will be required to participate in admissions tests.
- assess any help and support needed

You can expect notification of the ***outcome of your interview within eighteen (18) days.***

International students

The College welcomes applications from international students and will provide appropriate support during your stay at the College. ***Applications from international students will be processed and a reply sent within five (5) working days of receipt.***

5. Full information on course fees and financial help

Prior to completing your enrolment onto a course of study you will be made aware of the any tuition, examination and registration fees to be paid and the time at which they must be paid. You will also be advised of any additional costs for your course for materials, books etc. Details of the College's instalment scheme, refund policy and exemption from payment policies are available in the Student A-Z.

6. Support for additional learning needs

On request we will arrange an assessment interview with a specialist member of staff to plan your support needs.

7. Accommodation

The Student Information Centre can provide details of College approved accommodation in hostels, houses and self contained flats or with a family. All accommodation has been inspected as fulfilling all the legal safety requirements and contains equipment and furnishings of a satisfactory standard.

Any contractual arrangements entered into are between the individual student and the accommodation provider. Any student requiring accommodation can contact the Student Information Centre at Peterborough Regional College. We aim to meet the ***accommodation needs of a student within six (6) working days of their initial application.***

8. Transport

The College provides a bus service for full-time students who live over 3 miles from the College. The Student Information centre can advise on the application process and fees for this service.

9. Childcare

The Just Learning College Nursery offers childcare places for children aged 3 months – 5 years in a stimulating environment. The Student Information Centre can provide further details on how to apply to the College Nursery in addition to advice about help with childcare and any financial help available to parents or carers.

B. WHAT YOU MAY EXPECT AT THE START OF YOUR COURSE

10. Course induction

In the first week(s) of your course we organise an induction programme. Its aim is to enable you and your tutors to work together to ensure that you are completely satisfied with your chosen course of study and that you have been able to clearly identify your starting point and your learning goals. During the induction you will receive the following information.

i. Information on your course study and how it will be assessed

Our induction programmes may include:

- the aims and structure of the programme
- a summary of the programme content
- the type of teaching and learning styles you can expect
- details of the assessment methods to be used
- information on the progression opportunities available
- the likely size of the student group

- details of work placements – if appropriate
- information on credit transfer opportunities – if appropriate
- the availability of Accreditation of Prior Experience and Learning
- an explanation of the arrangements for reporting progress
- further details of course fees, other likely costs, and the awarding body's registration and assessment fees

The majority of courses have a course handbook which contains the above material and can be retained as a reference.

ii. Guidance on the use of all facilities

These will include:

- services to students
- College facilities
- the Student Union

iii. Information on Health and Safety

We will ensure that you are made aware of Health and Safety Regulations as they apply to the College in general and your course in particular.

C. WHAT YOU MAY EXPECT WHILE YOU ARE STUDYING WITH US

11. To enjoy and achieve

We provide qualified staff and an appropriately equipped learning environment which includes:

- Library+ Learning Resources and Library Centre
- IT facilities
- learning workshops and resource based learning centres in appropriate areas
- classroom accommodation appropriate to your needs
- specialist support for students with identified additional learning needs
- additional support for students who need extra help with literacy or numeracy
- an identified personal tutor
- the opportunity to change part or all of your programme by negotiation with your personal tutor
- support, advice and guidance
- a timetabled tutorial each week on programmes of 15 hours or more
- celebration of achievement through award ceremonies and events

12. To be treated with respect

We aim to promote equality of opportunity in all our activities. You can expect the College to create the best possible environment for you so that you feel safe, welcome and comfortable regardless of your race, gender, age, sexuality, disability or faith. The College has in place a range of policies to make you feel safe and tackle any concerns. We do not tolerate bullying or harassment and any incidences are tackled through the College disciplinary procedure. There is a College policy and designated member of staff to deal with Child Protection issues.

If you have any additional queries about equal opportunities or how the College can help you, please feel free to contact our Equal Opportunities Officer, Mohammed Sarfraz on 01733 762279.

13. A high standard of quality (ECM 3)

The College quality system is in place to ensure that the quality of our courses continues to improve. Opportunities are provided for you to tell us how you feel about the College and your programmes of study through student focus groups, surveys and questionnaires.

14. A healthy environment

The College seeks to promote good health and wellbeing to all its students through providing healthy food options, promoting a healthy lifestyle and providing an information and advice service on drugs, smoking, alcohol and sexual health and wellbeing.

If you are experiencing any difficulties at all you can access the College's counselling services providing professional, confidential counselling by drop-in, by a mutually convenient appointment, by e-mail or by the College Counsellor's discussion area (chat line). ***If you request a counselling appointment you will be seen within twelve (12) working days of the initial enquiry.***

The College Nurse also provides medical care and first aid to all students as and when required. There is also a confidential 'drop-in' service for health advice, information and screening.

15. Access to financial advice and support

The Student Information Centre can provide advice on a range of sources of financial assistance available to students, including the Learner Support Fund and College Hardship Fund which are available to provide students with financial help towards such items as childcare, registration and examination fees, equipment and travel costs. Evidence of serious financial hardship, either with the student or the student's family, must accompany the application. Every effort will be made to use the funds to help as many students as possible. ***If you apply for help you will receive a reply within twelve (12) working days of the receipt of your application.***

16. Multi-Faith Prayer Room

The College has a multi-faith prayer room open to all individuals and groups. The key is kept in the Student Information Centre where details and the booking procedure are available.

17. The opportunity to be involved in the Student Union

We provide facilities for the Student Union. The Student Union office is located in the Student Common Room. Being involved in the Student Union will give you the opportunity to influence the running of the College and will show future employers that you have enthusiasm, commitment and skills. Please do stand for election to the Student Union Committee.

18. Access to impartial advice on careers and higher education (ECM 5)

Careers advice is available via Connexions Personal Advisors for students under the age of 19. Information on this service is available from the Student Information Centre. Many courses also include career preparation for employment and higher education.

Assistance with UCAS applications for higher education is available from the Student Information Centre.

Students must ensure that they complete their on-line application ten (10) days before the UCAS closing date or the College will not be able to guarantee that students are accepted by their chosen university.

If you request an appointment a careers interview will be offered at the earliest possible opportunity.

19. Advice on what to do if things go wrong

Our aim is to provide students and staff with easy access to a wide range of facilities and resources. Unfortunately from time to time things go wrong and if our attention is drawn to any problem that you have then we will do our best to rectify the situation in the shortest possible time.

If you are unhappy with any aspect of our services you have the right to make this known.

We recognise two types of complaint: a 'Dissatisfaction' and 'A Formal Complaint.'

If you are dissatisfied in any way, you should try and resolve your concern with the College staff who are most closely involved with the issue. In most cases this should resolve your concerns. If you are still unsatisfied then you should make a formal complaint in writing to the Principal at the College.

We provide leaflets, available from Reception and the Student Information Centre which give details of our complaints procedure. This includes a complaint/suggestion form. All complaints are sent to the Principal. Information leaflets include the Complaints Procedure, the Academic Appeals Procedure and the Public Interest Disclosure Policy for Students.

If you submit a written complaint you will receive an initial acknowledgement within five (5) working days and a detailed response within a time specified in the initial response.

20. Help and support if you have to leave before the end of your course

We offer the opportunity to discuss your reasons for leaving. A reference and a summary of your achievements will be provided on request, as will advice and guidance on your next step.

You are responsible for informing your personal tutor that you intend to leave and the reason(s) for leaving. You should also provide your tutor with information about your proposed destination. ***An exit interview will be arranged with your personal tutor within three (3) working days of it being requested.***

PARENT CHARTER

FOR PARENTS/CARERS OF FULL-TIME STUDENTS UNDER THE AGE OF 19 YEARS

A. BEFORE THE STUDENT STARTS AT THE COLLEGE

21. Information about the College and its courses

We will provide accurate and useful information about the College and its courses within three (3) working days of your request.

We welcome and encourage parents

- to discuss courses, careers, finances etc. with the Student Information Centre team.

An appointment will be arranged within twelve (12) working days of the College receiving a request.

- to attend open days/evenings
- to attend interviews with your son/daughter
- to request information leaflets and course guides

The College will respond to your request within six (6) working days.

B. WHEN THE STUDENT IS ON A COURSE

22. Information about their progress and attendance

We will provide access to

- A named staff contact who will usually be the Personal Tutor or Course Tutor
- Information on course workload and a copy of the timetable if requested

- Two progress reports per academic year
- Information on your son/daughter's progress if you have concerns

23. Post examination advice and guidance

We run a series of advice days during the summer period. You are welcome to use this service together with your son/daughter.

EMPLOYER CHARTER

A. BEFORE A SPONSORED EMPLOYEE STARTS AT THE COLLEGE

24. Clear and accurate information about courses and options for study

Course guides or information leaflets are available on request containing information about courses and College support services.

The College will respond to your request within three (3) working days.

B. WHAT WE PROVIDE WHEN YOUR EMPLOYEE(S) START AT THE COLLEGE

25. Progress and attendance reports

We will provide an annual report to sponsoring employers on your employee's progress at the end of each course or academic year. If you require more frequent reports these can be organised by arrangement with the nominated course contact.