

# Our Promise – You & Your College 2018/19

## You can expect us to:

- Welcome and induct you onto your course and the college
- Help you choose a programme that is right for you
- Challenge you to raise your expectations for the future
- Make the college a safe, caring and helpful place for you to learn
- Treat you fairly
- Provide high quality teaching and support to help you develop your skills for employment, including maths and English
- Develop your skills in “learning how to learn” to enable you to fulfil your potential, succeed and progress to further learning or employment
- Make sure that classes start and end on time
- Provide a well-resourced Learning Resource Centre and services to support your learning
- Provide high quality work-related learning opportunities, including external work experience where it is appropriate to your programme of study
- Tell you how you are to be assessed, talk with you about how you are doing and agree your learning targets with you
- Consider and where reasonable respond positively to any specific needs or adaptations you might need us to make
- Provide you with opportunities to give us your views on your study programme and college services
- Deal quickly and efficiently with any problems you tell us about
- Offer advice and support on any study or personal matter you choose to tell us about
- Tell you about changes to the college which may matter to you
- Keep you informed of opportunities for you to be actively involved in college life
- Help you to prepare for your next step after college whether that be work, further study or independent living.

**We want to know if you feel we haven't done as you expect. You can tell us what you would like us to improve by talking to a member of staff, via a Student Voice meeting, by completing the student survey or by using our complaints procedure.**

## We expect you to:

- Be proud of the good name of the college
- Follow the college rules, wherever you are learning, including work placements
- Take responsibility for your own safety and the safety of those around you. Tell us if you are ever worried about your safety or that of others, including if you think someone is at risk of 'radicalisation'.
- Treat everyone with respect, regardless of differences you may notice between you and them
- Stand up against unfair treatment, including bullying, by reporting it quickly
- Attend on time, tell us if you are going to be absent and work hard, this includes homework and directed independent study
- Go to classes with the right equipment, ready to learn and appropriately dressed
- Complete your assignments on time and to the best of your ability, using only your own work and saying where you got the information from (this is called referencing)
- Work with your tutors and support staff to make sure you succeed and progress
- Continue to develop your skills in maths and English, as these are fundamental to your future success
- Silence your mobile phone and other electronic devices when in class, unless being used for learning, and not access sites such as Facebook unless asked to do so by a member of staff
- Move carefully and quietly around the college
- Do not eat or drink in classrooms, the LRC or other learning environments (apart from water)
- Go to all tutorials and work towards achieving your targets
- Pay, on time, any fees which are due
- Care for the college environment, respecting college and other people's property, avoiding waste, putting rubbish in the bins and only smoking in designated areas
- Tell us if we could do better or you have a problem
- Be actively involved in your learning and contribute to college life.

**Our expectations of your success with us are dependent on the above.**