

Charter for Students

Students who come to City of Wolverhampton College are entitled to have high expectations. Studying at College can offer the chance for a new beginning, greater opportunities at work, the development of new skills, personal growth and new friends.

In order to help you to achieve your objectives with us we will provide:

- Effective impartial advice, guidance and assessment to help you choose the right course
- Qualified, experienced and reliable tutors
- An effective introduction to the College and your course
- Stimulating and well planned learning opportunities
- Opportunities to plan and review individual and academic progress
- Friendly, helpful staff
- Well organised timetables
- Up-to-date resources including books and computers
- Access to learning support when you need it in the essential skills of application of number, communications and use of IT
- Confidential counselling, careers advice, and financial advice
- A welcoming environment with quiet places to study and pleasant leisure areas
- Access to a varied range of leisure and recreational activities.

You will find information about all of the above in the your Student Course Handbook, the full and part time Student Diary or from your tutor.

We will ensure that:

- All work will be returned within 15 working days
- You have a personal tutor
- You are informed in case of absence of a lecturer
- There are opportunities for you to have your voice heard and comment on and influence your college experience.

In return, we expect you to:

- Attend regularly and punctually
- Ensure you understand the requirements of your course (attendance, assessment procedures, health and safety, exam procedures, assignments)
- Respect and understand the college ethos
- Respect and abide by the Equal Opportunities Policy
- Bring all necessary equipment to classes/workshops.

For further information please contact

John Stretton, Vice Principal – Teaching & Learning

tel: 01902 821004

email: strettonj@wolvcoll.ac.uk

Charter for Parents

Deciding to join the college is an important step towards greater independent learning for many 16 and 17 year olds, but we recognise that their parents want to continue to be fully involved in their education. We will keep you informed about your son or daughter's progress at college. We welcome your involvement and value your views and opinions.

At college your son or daughter will be supported by a Personal Tutor.

The role of the Tutor is to help students settle onto their course, regularly review their progress and to provide support in planning the next step in their career.

The Personal Tutor will be your point of contact with the College.

You can contact him or her with any queries you have.

We will provide you with:

- A named contact at the College, usually a personal tutor, who will respond to any queries you have
- All the key information you need
 - term dates
 - a copy of your son or daughter's timetable
 - a calendar of parents' evenings
- Two written reports on your son or daughter's progress each year
- Invitations to attend parents' evenings to meet your son or daughter's personal tutor and teachers
- An 'absence call-line' service for you to call us if your son or daughter is going to be absent from College
- Regularly updated information re courses, term dates, special events etc, on the college website at www.wolverhamptoncollege.ac.uk.

We will ensure that:

- We will contact you within two days if we have any serious concerns about your son or daughter's attendance or progress
- A tutor will respond to your queries within 48 hours.

For further information contact Chris Edwards, Director 14 –19 Studies

tel: 01902 317639

email: edwardsc@wolvcoll.ac.uk

Safeguarding Young People

- The college has policies and procedures for the protection of children, young people and vulnerable adults that comply with local and national legal requirements

For further information contact Lesley Cross, Student Support Manager

tel: 01902 317575

email: crossl@wolvcoll.ac.uk

Charter for Business

The College is always working to extend its partnerships with employers and the local business community in a variety of ways.

We can provide:

- Training needs analysis, human resource advice and guidance
- Customised training programmes to meet business needs
- Assessment and accreditation for NVQs and other national standards in the workplace
- Conference facilities, including video conferencing.

We will ensure that:

- We will respond to a request for information on specific training within five working days of the request
- We will provide employers with detailed information on the range of programmes we offer within five working days of request
- We will respond to any invitation to visit companies to discuss training needs within five working days of request
- Each company for whom City of Wolverhampton College provides workplace training will be given a named college contact
- Sponsoring employers will receive a report on student progress within 10 working days of request
- Employers will be surveyed annually to assess satisfaction with the college's provision.

For further information on how the college can help business, please

contact Ray Thompson, Director of Business Development

tel: 01902 317682

email: thompsonr@wolvcoll.ac.uk or

Karen Riley, Workforce Development Manager

tel: 01902 317682

email: rileyk@wolvcoll.ac.uk

Equality of Opportunity

City of Wolverhampton College is committed to the promotion of equality of opportunity in all of its activities and to encouraging access to the college from all groups, irrespective of race, gender, age, disability or sexual orientation. We are working to create an environment in which cultural diversity and individual differences are positively valued in an atmosphere free from harassment and discrimination. The college takes its legal and moral obligations seriously in respect to equal opportunities. We welcome dialogue with groups and individuals on ways in which our equal opportunities policies and practice can be enhanced.

Charter for Communities

City of Wolverhampton College has developed a rich and diverse range of learning programmes across the area in co-operation with community partners. The college is committed to providing opportunities for people to access education and training within their local community

We can provide:

- Lifelong learning opportunities relevant to the needs of all sections of the community
- Courses in a range of community locations in and around the city
- Support, guidance and advice on choosing the right course and on future career developments
- Access to all facilities at main college sites for students enrolling on community courses
- Provision of creche facilities by the college where demand is demonstrated
- Dedicated, experienced and patient tutors
- Provision of up-to-date equipment.

We will ensure that:

- We respond in detail to initial enquiries within five working days of request
- A member of the Community Access team will visit each community location on a regular basis and be available to give advice and guidance or to discuss any problems or difficulties which might arise.
- We recognise the importance of involving people in the community in the planning of our provision.

For more information, please contact

Lorna Prosser, Community Access Co-ordinator,
tel: 01902 836000
email: prosserl@wolvcoll.ac.uk

Right to Learning Support

We welcome people of all abilities to City of Wolverhampton College. We are committed to enabling people with disabilities and learning difficulties to participate fully in the learning opportunities the College provides

Full details are provided in the City of Wolverhampton College Disability Statement. To request a copy, contact College Direct on 01902 836000

Complaints Procedure

City of Wolverhampton College is your college. We want you to comment on and influence the direction of the college and welcome your views.

- We aim to handle any complaint with sensitivity and courtesy and to ensure that no one is treated adversely for making a complaint
- We will explain the action we are taking which has arisen from a complaint
- Where a complaint is not upheld we will explain further possibilities for action, including how to contact external bodies.

There is a grievance procedure for students which can be pursued on matters relating to your course. This is detailed in your student diary/handbook.

The Complaints Procedure is as follows:

- Contact Student Advice Centre, or the Principal's Office for a complaint form. It will be acknowledged by the Principal
- Oral complaints or complaints made by telephone will be given the same consideration and will be passed to the Principal's Office for action in the same way as written complaints
- The complaint will be forwarded from the Principal's office to a College Manager
- A detailed response from the Principal will be made within 15 working days.

Any student has the right to complain directly to the Principal.

To take up a complaint with the Learning and Skills Council please contact:

Learning & Skills Council Black Country
Unit 7 Castle Court
2 Castlegate Business Park
Dudley
DY1 4RD
Telephone : 0845 019 4186

The Senior Management Team carries out monitoring of complaints on a termly basis.

Charter for Learning 2008 - 2009



Our mission is to support the development and regeneration of Wolverhampton and its region by providing education, training and skills development to enhance individual, community and economic prosperity.

