

THE ISLE OF WIGHT COLLEGE

COLLEGE CHARTER

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Students First

The Isle of Wight College Charter

Mission Statement

- **Putting Students First**
- **Working for Employers**
- **Raising Community Aspirations**

Strategic Aims

- ***To be the lead provider of academic and vocational education and training on the island, delivering the highest quality teaching and learning that results in success for learners***
- ***To achieve institutional growth by contributing to the economic and social development of the island and responding quickly to the changing and diverse learning needs of the individuals, communities and industries that we serve***
- ***To provide efficient, sustainable, first class services, resources and facilities that provide excellent value for money***
- ***To develop a highly skilled and motivated staff supported by a committed and effective governing body***

The College is committed to delivering an excellent service to you. You can expect us to.....

- recognise all learners and clients as having individual or corporate needs demanding flexibility in the provision of learning opportunities, support and services
- provide accurate and objective information, advice and guidance about learning opportunities and to be creative in applying this to your needs
- provide accurate and clear information about fees and their payment
- treat all learners and clients with respect and in a courteous manner
- respond to all written enquiries within 5 working days. Where a full response is not possible within this time a new deadline for response will be agreed
- answer the telephone, letting you know the name of the person answering the telephone and their department
- ensure our buildings and facilities are accessible to all users
- publish a clear complaints procedure that ensures a prompt and constructive response (see below)
- listen to what our learners and clients have to say and where possible act upon it to make changes to improve College provision
- monitor all aspects of our provision to ensure a high quality service is maintained
- have relevant and appropriate representation on the College's Board of Governors to support the College's strategic direction and the community that we serve
- ensure the College is a safe and healthy environment complying with all relevant law, policies and procedures
- ensure all learners know what to do in an emergency (including Personal Emergency & Evacuation Plans)

As a learner at the College, in addition to the statements above, you can expect us to.....

- provide an introduction/induction to all aspects of your Course and the College
- support your needs with respect to learning and personal issues
- agree personal learning targets with you that are within your reach, **provide 'stretch'** and give you the confidence to achieve the best you can
- make sure all your classes, sessions and tutorials start at the agreed time and in the agreed place
- ensure that classes are not cancelled without appropriate advanced notice

- ensure that teaching is of a high quality and that it is monitored to ensure quality is maintained
- make sure your classrooms and workshops are safe, clean and tidy
- provide systems and procedures of work that are healthy and safe
- plan and provide you with information about your course and assessments well in advance
- give assessment feedback within 15 working days of the published submission date showing how improvements to the work could be made
- provide objective information about your progression to employment, training or education

As a learner at the College we expect you to.....

- show respect for all other students, staff, visitors and members of the public
- attend all designated classes and tutorials punctually and notify your tutor of any absences and the reasons for the absence as soon as you know you are unable to attend
- participate fully in all classes, tutorials and other mandatory College or course activities
- comply with all health, safety and emergency procedures
- take care of College property and equipment
- keep the College clean and tidy by disposing of litter in the bins provided
- not to eat or drink in classrooms
- not use offensive language or behaviour or behave in a way that makes any other person feel uncomfortable or vulnerable
- not gamble whilst on the College premises or at activities organised by the College
- not carry, consume, sell or be intoxicated by alcohol or illegal drugs whilst on the College premises or at activities organised by the College
- not misuse College IT facilities or access inappropriate web sites (please refer to the IT Acceptable Use Policy, copies are available from the LRC and College Intranet)
- switch off mobile telephones in learning environments (classrooms; LRC; examinations) or when they may disrupt others
- pay all fees promptly and where the fees are paid by a third party ensure that the payer recognises their responsibility to pay promptly

As a parent/carer of a 14-18 year old learner or as a sponsoring employer or agent, in addition to the statements above, you can expect us to.....

- provide at least one opportunity each year for you to discuss, in person, the progress that your learner is making
- provide a written report on at least one occasion per year describing the progress that your learner is making including records of achievement and attendance
- seek your views regarding the standard of service you receive from the College and provide you with appropriate feedback
- provide you with an Annual Report providing information about the College's achievements and progress

As a parent/carer of a 14-18 year old learner or as a sponsoring employer or agent we expect you to.....

- support your learners throughout their course of learning and encourage them to attend all classes, tutorials and associated activities
- encourage your learners to complete their set work on time and prepare for their examinations in an appropriate way
- complete and return satisfaction surveys or employer feedback forms in order to support the College to continually monitor and, where necessary, improve the service provided
- acknowledge and respect College policies by instilling within your learner the importance of Health & Safety, Child Protection and Equality, Diversity and Dignity

As an employer and representative of an industry sector, in addition to the above, you can expect us to.....

- be flexible, wherever possible, in providing training opportunities to support your needs
- seek, on a regular basis, your views on the performance of the College's provision for employer/ee training
- recognise the diverse needs of employers as an opportunity to develop training to benefit the community's work force
- liaise with local, regional and national industry in the development of curriculum, training and facilities

As an employer and representative of an industry sector we expect you to....

- recognise the provision of training and development by the College as a commercial activity with associated costs and limitations
- respond to requests for information regarding the College's performance with respect to employer/ee training
- consider your responsibility in providing opportunities for College staff to update their industry skills and provide knowledge to employer forums to assist in the development of current curriculum design and practice
- pay any fees due promptly where an employee is studying at the College or the College has provided a chargeable service
- provide learners with appropriate experiences and provide the opportunity for them to use their knowledge and to practice their skills in order that they can achieve their qualification

Suggestions, compliments and complaints

The College welcomes feedback on all aspects of the service it provides.

If you feel we have excelled in any aspect of our service we would like to know about it to ensure we can develop our service further.

If you have a suggestion about how we may improve our service please let our Reception staff know.

Whilst we always try to ensure our facilities and services are of the highest standard occasionally this may not be to your satisfaction.

If you feel our standards fail to meet our promise to you, please discuss this with your main contact at the College in the first instance. If this fails to achieve a satisfactory outcome or you feel that your complaint is of sufficient severity or consequence to you or the College please contact the Assistant Principal/Curriculum by:

1. Completing a Complaints Form (available from Reception or Client Services)
2. Writing to the Assistant Principal/Curriculum, The Isle of Wight College, Medina Way, Newport, Isle of Wight, PO30 5TA
3. E-mailing complaints@iwcollege.ac.uk

You will receive acknowledgement of your complaint within 2 working days and we will make every effort to resolve the problem within 10 working days to a mutually satisfactory conclusion.

A full complaints procedure is available from Reception.

Health & Safety (Summary Statement)

It is the policy of The Isle of Wight College to provide and maintain safe and healthy working conditions for its employees, students and others working on its premises. It will ensure, so far as is reasonably practicable, the safety of equipment and systems of work for all its employees and students, and will provide such information, training and supervision as they need for this purpose.

Child Protection (Summary Statement)

The College fully recognises its responsibilities for child protection and as such has a named member of the Senior Management Team responsible for child protection issues and a policy which applies to all staff, governors and volunteers working in the College

Equality & Diversity Policy (Summary Statement)

The College is committed to an Equality and Diversity Policy that is intended to be an integral part of College life. The aim is to create an environment in which people treat each other with mutual respect regardless of ethnicity, gender, marital status, religion, disability, sexual orientation or age.

Race Equality Policy (Summary Statement)

The College celebrates and values the diversity brought to it by individuals from a variety of ethnic and national backgrounds.

The College will seek to eliminate discrimination, but also create a working and learning environment based on positive relations between members of different ethnic groups.

Disability Statement

The College is committed to ensuring that disabled people, including those with learning difficulties, are treated fairly. If you are a disabled person please let us know what you need so that we can make all reasonable adjustments to help you succeed.