

## College Charter

At Warrington Collegiate we are committed to providing high quality education and training to all our learners. Every learner matters so we have outlined our commitment to high standards and quality of provision in this College Charter. It tells you what you can expect from us and we therefore hope you find it useful.

This College Charter is supported by other policies and service level agreements all of which can be accessed by enquiring at Reception or in Learner Services.

We are always pleased to receive feedback from you.

### **If you are a prospective learner at Warrington Collegiate, we will**

- Deal with your enquiry/application fairly and promptly
- Respond to all enquires within 48 hours
- Acknowledge applications within 2 working days of receipt and arrange an interview within a maximum of four weeks
- Tell you all you need to know about the range of courses available
- Tell you all you need to know about the qualifications you could achieve
- Clearly tell you what entry qualifications you need for your chosen course
- Tell you about the fees and other costs (eg for specialist equipment that would be needed)
- Arrange a 30 minute interview with the appropriate Course Tutor (for full-time learners) or an informal interview or discussion (for part time learners)
- Carry out an assessment to identify any help you may need in terms of literacy and numeracy
- Tell you about all the support available to help you learn

### **When you become a learner at Warrington Collegiate, we will.....**

- Take time to introduce you to the College and to your Course
- Introduce you to all the support services (eg Welfare, Finance) available in College
- Give you an opportunity to change course if you are not happy with your choice
- Give you a copy of the Student Handbook
- Explain our compliments and complaints procedure

## **Whilst you are learning at Warrington Collegiate, we will.....**

- Provide good teaching by teachers who know their subject well
- Provide teachers who use a variety of ways to help you learn
- Ensure that your classes start and end at the agreed time
- Ensure that there is someone else to cover the session if your teacher is unavoidably absent
- Ensure that the College is a safe place to learn
- Arrange a minimum of three 1-1 reviews with your Learning Coach/Personal Tutor to review your learning plan and your progress
- Provide you with a Scheme of Work giving an outline of the structure of your course within two weeks of starting college
- Provide you with an assessment schedule within two weeks of starting college, clearly showing when assignments need to be handed in
- Mark and return your work within three weeks (for internally assessed work) when it meets the hand-in deadline
- Give you written feedback on your assignments that is constructive and helpful
- Provide equipment for you to use which is of a standard you would expect to find in the workplace
- Provide a well resourced Learning Resource Centre to facilitate your learning
- Issue an individual Learning Contract, showing details of your course modules, key skills, work placement, and any support that might be needed to help you learn
- If appropriate, arrange a useful Work Placement (full-time learners)
- Provide a comprehensive range of sports and social activities
- Help you to decide what to do after your course has finished
- Treat you as an individual and with respect
- Listen to your views and respond to them

## **In return we expect.....**

- Learners to abide by the College Behaviour Code and your Learning Contract
- Learners to attend all timetabled classes, arriving punctually, and to notify us of any absence immediately
- Learners to show respect to others regardless of their ethnic background, sexuality, gender, religion or personal circumstance
- Learners to show respect for other's property
- Learners to work hard to achieve their full potential
- Learners to take responsibility for meeting set deadlines for the submission of their work
- Learners to co-operate fully to ensure that the Health & Safety Policy is observed

### **If you are a Parent or Carer of a learner under 18, we will.....**

- Give you a copy of A Guide for Parents & Carers within 3 weeks of the programme starting
- Tell you the name and contact number of your son/daughter's Learning Coach within two weeks of the start of the course
- Send you a copy of the Progress Review at the end of each term
- Provide three opportunities for you to meet with teaching staff at formal Parents' Evenings
- Contact you within five days when a problem arises (including non attendance) which requires parental involvement
- Contact your son/daughter immediately if they are absent without notifying the college of the reason

### **If you are a Student who is satisfied.....**

We are always pleased to hear from you when things have gone well. Each year staff receive verbal and written compliments from students.

### **If you are not satisfied, or if things go wrong....**

- Your tutor or any college manager will listen to your informal complaint
- There is a formal channel for complaints following the College Policy:  
Contact: Rebecca Welch  
Telephone number: 01925 494645  
E-mail: [rwelch@warrington.ac.uk](mailto:rwelch@warrington.ac.uk)
- Provide an appeals policy and procedure for concerns about achievements/assessments

### **College Monitoring of the Charter:**

- College staff will regularly monitor the College's effectiveness against its Charter commitments
- The Executive Leadership Team will receive a report on our performance against the charter



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