

## STUDENT CHARTER

*The College is committed to the equality of opportunity and to a proactive approach to equality, which supports and encourages under-represented groups, promotes inclusivity and values diversity.*

The following key principles underpin the College's work with students.

- Commitment, Challenge and Curiosity
- Working as Community
- Consideration
- Evidence Based Decisions

### Commitment, Challenge and Curiosity

We expect commitment from our students: to challenge themselves to put their all into their studies.

We expect our students to be curious: to ask questions, be interested in the world around them and engage fully with all WQE has to offer.

We expect commitment from ourselves as staff: to do all we can to help students flourish and achieve.

### Working as Community

We recognise the value of all the staff connected with a student working together for the student's best interests.

We recognise that students themselves are key partners in their success.

We recognise that parents/carers have a vital role to play in supporting students to achieve their best.

### Consideration

We expect students to be considerate of and a positive influence on each other, making sure that their behaviour at College both in lessons and when on campus is conducive to learning.

We expect students to be good representatives of WQE in the local community.

We expect students to respect the professional position of all staff.

We expect staff to be considerate of all students and recognise that constructive intervention and feedback are key factors in helping students achieve their full potential.

### Evidence Based Decisions

We will make sure that all students have regular information that helps them judge how well they are progressing.

We will make sure that this information is shared with all the key partners in supporting students to achieve their best.

We will give advice, guidance and make decisions based on evidence; we will expect students to consider this evidence and act on the advice and guidance given.

The aim of the following detail is to explain what you should expect of the College and what the College will expect of you during your time with us. If you have particular questions about the Student Charter, please talk to your PPM or arrange a time to meet with the Associate Principal (Student Ambition and Progress).

## During Your Time at the College

You can expect WQE to show its commitment to you by:

- welcoming and treating you courteously
- allocating you a personal progress mentor who will be a first point of contact for you during your time at College
- providing guidance, through discussion with your personal progress mentor, teaching and other staff
- ensuring subject staff set and assess assignments regularly, aiding learning through effective feedback
- ensuring subject staff offer an appropriate and well-prepared programme
- encouraging and developing your skills in independent study
- providing access to resources to help you learn
- expecting staff to be punctual at all sessions, unless delayed by exceptional circumstances
- providing times when you can meet regularly with your personal progress mentor
- informing you of College news and events
- making accessible the relevant policies and procedures
- enabling your progress to be regularly reviewed, the outcomes discussed and appropriate actions, by the College and yourself, agreed and recorded
- responding promptly when you raise with staff any difficulties you may have
- considering your safeguarding needs as a matter of priority
- providing a clean, healthy and safe environment in which you can learn
- ensuring that all activities and experiences are compliant with our Single Equalities Scheme
- promoting the British values of democracy, the rule of law, individual liberty and mutual respect & tolerance of those with different faiths and beliefs.
- listening and responding to your views about your experience at the College

We expect you to show your commitment to the WQE community by:

- reading carefully all the material you receive
- being on time to all appointments with College staff
- supporting the development of a positive learning ethos in the College
- accepting responsibility for your own learning and academic progress with the support of College staff
- seeking to develop your skills as an independent learner
- abiding by the College rules and procedures as outlined in the Essential Information for Students leaflet.
- attending all lessons, meetings and other required activities regularly and punctually and to account satisfactorily for all absences
- completing all set work to the best of your ability by the stated deadlines, as well as allocating appropriate time to background study, wider research and review of learning.
- behaving courteously and responsibly at all times at College and while engaged in activities associated with the College
- acting with due regard to the positive reputation of the College.
- ensuring your own behaviour and attitude never have a detrimental effect on our commitment to promote equality and value diversity, or on others adhering to the terms of our Single Equalities Scheme
- behaving in such a way as to maintain the good order of the College
- behaving in such a way as to avoid the risk of harm to the well-being or education of other students
- raising with College staff at the earliest possible opportunity any problems or concerns which you may have
- respecting and thus helping to maintain the condition of the College's buildings, property and general environment
- being aware at all times of the need to act in ways which promote health and safety including the reporting of any safeguarding issues to a member of the safeguarding team

These things will be explained to you by staff at the College. You will receive a presentation outlining expectations and the College promotes this positive ethos in communication around the campus. You should accept as necessary any appropriate actions taken by the College if the above expectations are not fulfilled. The nature of such action will depend on the nature of transgression and, if you are in the 16-19

age group, will normally involve discussion with your parents/carers. Failure to meet the College's expectations could result in formal action being taken as outlined in the Academic Guidance Policy and Procedures.

### **Before Entry**

You can expect WQE to show its commitment to you by:

- offering you the opportunity to visit the College, for example on our Open Day or at another time by arrangement
- offering you opportunities to discuss your application so that you study an appropriate programme
- handling your application in a fair and efficient manner – in line with our policies

and provide you with:

- a College prospectus, containing information about the College, the student admissions process and destinations information
- details of particular courses via the college website
- the College's admissions policy via the college website
- information about fees, expenses and opportunities for financial support
- information about enrolment procedures.

We expect you to:

- read carefully all material received
- respond promptly, within stated deadlines, to any requests we may make for information from you
- let us know promptly if your plans, as explained to us at interview, change.

### **Your Future**

You can expect the College to show its commitment to you by:

- providing support and suitable materials for progression planning
- providing access to careers advice and resources, including guidance on applications for further education, higher education and employment
- providing a full and fair reference which acknowledges your abilities, achievements and personal qualities
- providing access to post-examination support and further contact with the College after the end of your programme of study.

We expect you to

- carefully research your options before deciding the route you wish to take after leaving College
- be punctual to any progression interview organised
- act promptly and appropriately upon the advice offered