

A Brief Guide For Parents & Carers 2023



Dear Parent/carer

We are delighted that your child has chosen our College for the next stage of their education. Here at WQE, we encourage all parents/carers to work with us to support our students.

The College sets high standards and expect all students to subscribe to the WQE culture of curiosity, commitment, consideration, challenge and community. We work with all students to help them develop into young professionals. Subject staff, advisors, personal progress mentors and other staff are here to support all students in fulfilling their potential.

The part you play is also crucial; the interest you show, and the continuing support you provide is an essential part of the package. This leaflet seeks to inform you of what we can offer to help students get the very best experience and outcomes. I look forward to working with you to ensure that your child has a successful and enjoyable time here at the College.

Andrew Jackson

Associate Principal - Student Ambition and Progress



Shortly after enrolment you will have access to a detailed parent/carer handbook that outlines much more than this brief introduction.

Parents/Carers Website

Please visit the parent/carer section of our website www.wqe.ac.uk/parents-carers for further information on how to get involved, forthcoming events, how to download parking/accessibility information and much more.

ProPortal

This web-based portal allows students to keep track of their attendance, progress and a great deal more. Every student, once enrolled, has access. We would encourage you to regularly sit down with your child and review their progress as part of our partnership in supporting success. More detailed information will follow after enrolment.

What we offer

We have a range of services with advice, guidance and support prior to enrolment. These can be accessed via telephone, email, on our website and virtual events. All services at the College are here to help students make impartial informed choices about their progress and future. Whatever a student needs, please contact us to find out how we can help.

The Welfare and Skills Team provides short, medium and long-term support for students with additional needs including those with a physical disability, a learning difficulty or a medical condition. Additionally, staff from the Special Educational Needs or Disabilities Service, provide specialist help for students' specific needs.

You can help us by letting us know if your child has special educational need or disabilities, a medical condition or mental health needs before making a formal application, or at any time after this so that we can discuss possible support and arrange implementation to ease transition.

For specific disabilities, our Welfare and Skills Team works closely with the student, parents/carers and partner schools from the time applicants first express an interest in the College. We will assess each student's needs and discuss how they can be met through ongoing support.

The Student Services Team is available to offer immediate help, support and advice on a range of issues including, student finance, transport and student societies.

Careers Resources are well stocked and reference materials are up-to-date. Much of the information about careers and universities/colleges is now accessible online and this is an increasingly important source. As well as support from personal progress mentors, students have access to our Careers Team including a Connexions careers adviser through general drop-in sessions, or by individual interview/appointment.

The Examinations Team play a crucial role in ensuring student achievement. They work closely with individual students and through subject staff and personal progress mentors to ensure students are well informed about complex examination arrangements and that their individual needs are met; contributing to achievement and success.



Equality and Diversity

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. We look forward to communicating the details of events and a wide range of activities and events to support this commitment in the near future.

Safeguarding

The College is committed to the safeguarding of all students, staff and visitors. We take our safeguarding responsibilities very seriously. To help students get the support they need we have a team of fully trained designated safeguarding staff. You can contact the team by email or Freephone during College hours. Students, parents/carers and staff are able to contact one of the team directly. In conjunction with University of Leicester, all students have access to our SafeZone

App. This allows students to call for emergency support, if required. Additionally all students and their families, have access to our Student Assistance Helpline. This helpline offers 24/7 support and guidance around subjects such as mental health, counselling, litigation, financial support and is invaluable because challenges in life do not always happen during college hours.

Details can be found on WQE online, all identity badges, displays on site and at Reception, Student Services, Welfare & Skills and the Progress Hubs. The Safeguarding Policy, as well as our policy about student guidance and intervention are available on our website and on WQE Online.

These are the contact details for key dedicated teams:

Welfare and Skills

0116 247 2907

welfareandskills@wqe.ac.uk

Student Services

0116 247 2963

student.services@wqe.ac.uk

Examinations Team

0116 247 2985

exams@wqe.ac.uk

Careers Team

Careers Education Manager

0116 247 2982

careers@wqe.ac.uk

Safeguarding Team

Freephone 08000 614 222

safeguarding@wqe.ac.uk

IT Helpdesk

ithelpdesk@wqe.ac.uk



WQE College
University Road
Leicester, LE1 7RJ

For enrolment enquiries, contact:

0116 2471147

admissions@wqe.ac.uk www.wqe.ac.uk/enrolment