

Words that say it all!

What we expect of you...

- A contribution to the college as a community
- Respect and tolerance for all
- Commitment to learning in lessons, in assignments and in assessments
- Completion of all work, by the deadline
- Punctuality and full attendance



What you can expect from the college...

- A safe and friendly environment
- A commitment to equality of opportunity for all
- A commitment to provide high quality teaching and learning
- High quality guidance, counselling and support
- A punctual start to all lessons
- Listening and taking action when appropriate

life isn't black and white add a little colour

High Quality Education in a Caring Environment

OUR COMMITMENT TO STUDENTS

- This document sets out the standards of service provided by the City of Stoke on Trent Sixth Form College and the Sixth Form Centre for students, parents, and the wider community, and how the College/Centre hopes to achieve them. It expands on the guidance contained in the Student Handbook. It should be read in conjunction with the Student Handbook, which outlines the responsibilities and standards expected of students, plus the College Disability Statement.
- Your comments on any aspect of our work are welcomed since this will enable us to work with you to improve the quality of our service.

□ APPLICATIONS AND INFORMATION

- Accurate information, including the web site, College/Centre prospectus and course information, provide students with course details, entry requirements, the qualifications they lead to and how they are delivered and assessed.
- The College aims to distribute prospectuses within **two working days** of a request being made. For more details, contact the Admissions Office on: 01782-854221 (College); 01782-603163 (Centre); 01782-854200
- Prospective day-time students also have the opportunity to visit the College/Centre on an Open Evening in the autumn or spring term or in July as part of the Find your Feet activities.
- A helpful application process provides all students with the opportunity to attend a course discussions to select a College/Centre course appropriate to their qualifications and experience.
- If you are a full time student and apply on-line via your high school, we will process your application within **4 working days** of receipt from the on-line system.
- If you apply directly we will process your application within **4 working days**.
- If you have a disability or individual support needs, please let us know in advance and we will make arrangements with you for the course discussion.
- The initial course discussion considers implications for your choice of career and/or place in higher education, and any additional support that you need to succeed on your chosen course.
- The College/Centre also offer the opportunity for students to further discuss their programme and consider any changes in the light of GCSE results.
- A Student Handbook is provided which details College procedures and gives full information about facilities and learner support services. All important dates are published in a College Calendar available at the start of each academic year.

□ EQUAL OPPORTUNITIES

- Through its Equal Opportunities and Inclusion Policy for students and staff, the College upholds and actively supports a commitment to equality of opportunity for all, regardless of race, religion, ethnicity, gender, sexual orientation, disability or age in all aspects of its work. Every effort is made to ensure that teaching materials reflect the multi-cultural society in which we live. Students are made aware of the Policy during Induction.
- Students can expect the College to take strong action in any instance of harassment or bullying.
- The College offers a wide range of courses and activities to encourage all students to reach their full potential and enable progression.
- Advice and support are provided through the College Guidance System, which includes Learner Support where required.
- College support for disabled students is outlined in the College Disability Statement. For more details, students should contact their Tutor/Senior Tutor or Mr N Mansfield (01782-854230) or Mrs Liz Beardmore to discuss any learner support needs or equal opportunities concerns. Alternatively, students at the Sixth Form Centre may contact Mrs A Dent (01782-603163).
- **Multi-Faith Prayer Room**
The college has a multi-faith prayer room close to reception. It is open to all individuals and groups. The key is kept on reception where details and the booking procedure are available. At the Centre, this is on the ground floor of A block.
- **Help and Support if you have to leave before the end of your course**
We offer the opportunity to discuss your reasons for leaving. A reference and a summary of your achievements will be provided on request, as will advice and guidance on your next step.

You are responsible for informing your personal tutor that you intend to leave and the reason(s) for leaving. You should also provide your tutor with information about your proposed destination.

An exit interview will be arranged with your senior tutor within three (3) working days of it being requested.

□ FINANCIAL CHARGES, HELP AND EXAMINATIONS

- Full-time students aged 16-18, living in the European Community for at least three years, are entitled to free tuition.
- Those aged 19 or over, may have to pay tuition and examination fees, but many exemptions apply. Contact Mr P Mangnall, Deputy Principal (01782-854209) for more information. Students at the Sixth Form Centre may wish to speak to Mrs A Dent (01782-603163) initially.
- The Student Information Pack, sent to full-time students in advance of starting College, includes details of any current charges plus travel options, student grants and financial advice. All students are required to pay a nominal College deposit at the start of the programme.
- An EMA (Education Maintenance Allowance) or Adult Learning grant for 19+ students is available for all 16-18 students dependent on parental income. For more information, contact Mike Burns in the Registry Office (01782 854228)
- An Access Fund is administered by the College Finance Office. For more information on financial help available from the College and external organisations contact Mrs P Plant in the Finance Office (01782-848736, Ext 223). If you apply for support you will receive a reply within **7 working days** of the receipt of your application.
- Students at the Sixth Form Centre may obtain more information on both the EMA and the Access Fund from Anna Dent (01782-603163).
- **Access to information on the College's Examinations results.**
The Registry can provide information relating to examination results on request.
You should receive a copy of the results asked for within five working days of the college receiving your request.

☐ SAFE AND FRIENDLY ENVIRONMENT

- The college is situated on a relatively secure campus, student liaison and security staff are on site throughout the day.
- Appropriate rooms, facilities and equipment are provided, including improving access for disabled learners.
- Facilities are regularly monitored to make sure they conform to health and safety regulations.
- For further information contact Mr S Murfin / Director of Finance and Resources.

☐ HIGH STANDARDS OF TEACHING AND LEARNING

What you may expect at the commencement of your course programme

- **Course Induction**

In the first four weeks of your course we organize an induction programme. Its aim is to enable you and the course team to work together to ensure that you are completely satisfied with your chosen course of study. Also that you have been able to clearly identify your starting point and your learning goals. During the induction you will receive:

- **Information on your course study and how it will be assessed**

Our induction programmes may include:

- * the aims and structure of the programme
- * expectations of punctuality and attendance
- * introduction to Equal Opportunities
- * a synopsis of the programme content
- * details of the assessment methods to be used
- * information on the progression opportunities available
- * approaches to teaching and learning and how they relate to your preferred learning styles
- * the role of target grades and tracking of progress

Details of each course are on the college Moodle site.

- **Information on Health and Safety**

- We will ensure that you are made aware of Health and Safety regulations as they apply to the college in general and your course in particular.
- Courses are delivered by qualified teaching staff and meet the requirements of examining and assessment and accrediting bodies.
- Standards of teaching and learning are monitored on a regular basis. Evidence is provided via the College lesson observation scheme.
- The feedback from students is collected on a regular basis to inform quality improvement.
- Lessons aim to be student-centred, well-prepared, well-presented, and supported by good quality learning materials.
- Appropriate cover or work is set when teachers are absent.
- Students are provided with information on the nature and frequency of assignments that must be completed to meet the requirements of each course.
- Student progress and attendance are tracked on an individual basis.
- Students are well-prepared for assignments, which are set in a fair and consistent way.
- Deadlines for the submission of coursework are set when the work is issued and teachers tell students when the work will be assessed and returned.
- All marked work contains realistic and helpful comments, and is returned to students within the agreed timescale.
- Classes will start and end punctually and any changes in time table will be explained.

- **What we expect from you as a student at the College**
- Take responsibility for attending regularly and punctually, accounting for absence. Meeting all course requirements and attending the whole of the timetable programme.
- Respect all members of the College's community.
- Be considerate of the rights and interests of other College users.
- Take full advantage of the range of support services provided to you.
- Make appropriate and effective use of all College facilities.
- Use the College site and its buildings responsibly.
- Abide by all College regulations and procedures

□ **HIGH QUALITY GUIDANCE, COUNSELLING AND SUPPORT**

- The College aims to help students to settle to their studies quickly by providing a friendly and informative induction into College facilities, procedures and to specify courses.
- All students have a Personal Tutor who guides, supports and advises them during their time at College.
- The progress of students is overseen by a Senior Tutor (at the main College site) or the Centre Manager (at the Sixth Form Centre).
- Full-time students are provided with a full, structured programme of guidance, in a weekly Tutorial period, including advice and support on study skills, career education, UCAS and future career and higher education options. This programme is regularly evaluated and revised. This is supplemented by a programme of events and speakers at relevant times.
- Whilst at the College/Centre, full-time students also have regular individual 1:1 discussions with a Personal Tutor to provide more personal advice and support.
- Subject staff/Personal Tutors regularly monitor students' progress, this is supplemented by regular Progress Reviews which encourage students to review or discuss this progress. As a result, students are set individual targets for improvement.
- Students also have the opportunity to receive regular formal reports and to attend Parents' Evenings with their parents at regular intervals during their course. Details of both are included in the College Calendar.
- Students who wish to change any of their courses, should see their Personal Tutor and/or Senior Tutor/Sixth Form Centre Manager, who will discuss the options with them and give guidance on the feasibility of transfer.
- A Student Handbook is issued to all new full-time students and details College procedures. It also gives full information about facilities and Learner Support services, including a fully confidential Counselling Service, Careers Advisers, and help with arranging Work Experience.
- Appointments for such services can be booked via the Learning Resources Centre (at the main College site) or at the Sixth Form Centre main office.
- For careers advice at the main College site, students requiring urgent advice should be seen within three days, and **within five days** for non-urgent advice.
- For more details on Careers advice or Work Experience at the main College site, contact the Learning Resource Centre for Counselling contact Gill Griffith in the Learning Resource Centre.
- All students have access to resources in the Learning Resource Centre. For opening times, students should contact the main Library (the Learning Resource Centre at the Sixth Form Centre) or ask at Reception. The resources are annually reviewed against the national Careers Library standards.
- The College aims to process requests for student references speedily and efficiently and within two weeks of the request being made to the student's Personal Tutor/Senior Tutor or to the Course Tutor.
- Students who need support with Finance or Childcare are helped by the Student Guidance and Support Team in the LRC.

❑ ENCOURAGING ALL COLLEGE USERS TO GIVE THEIR VIEWS & COMMENTS – THE VOICE OF THE LEARNER

- Students elect two student governors at the main College site. Students at the Sixth Form Centre elect representatives onto the Supervisory Board of the Centre.
- Elected student representatives also sit on a wide range of other College committees and/or student liaison groups to represent students' views and share in the decision making process of the College.
- In addition, at the main College site a Student Forum, composed of Tutor Group representatives, provides day-time students with the opportunity to discuss student matters with staff and to put forward suggestions for improvement. At the Centre, this is the Student Liaison Group.
- Students' opinions are regularly gathered on the quality of courses, facilities and services, as well as other student related matters. The results help to shape the College's future planning.

❑ CONTINUOUS IMPROVEMENT IN THE QUALITY OF SERVICES FOR STUDENTS

- The College seeks to continually improve the quality of its services, which are regularly reviewed as part of the overall College quality assurance process.

❑ TAKING PROMPT ACTION WHEN THINGS GO WRONG

- The College aims to have a clear, easily accessible Concerns and Complaints Procedure which is understood and accepted as a Code of Practice by all members of the College community, and which operates consistently across the organisation.
- The College believes that most problems can be resolved satisfactorily within normal day-to-day service and need not give rise to a formal complaint. However, there may be circumstances when students feel that their concerns are not receiving the attention or service expected and wish to register this formally.
- The College concerns and complaints system is open to all who use the College and its services, and is designed to ensure that relevant staff can respond quickly, appropriately and, whenever possible, put matters right.
- Details of the Concerns and Complaints Procedure are set out in the Student Handbook and are also available from the College Reception.
- Formal complaints are dealt with fairly and efficiently, with an acknowledgement and an initial response made within a maximum period of **ten working days** of receiving the complaint. Confidentiality is maintained wherever reasonable.
- Under normal circumstances, a complaint should be fully investigated and resolved to the complainant's satisfaction within four weeks of the receipt of the complaint.
- A reliable and comprehensive recording system is in place for all formally recorded complaints. This informs the appropriate managers so that improvements can be made in the future.
- An annual report of complaints is provided to the College Corporation. An annual report of concerns is considered by both the College Management Team and the Sixth Form Centre Supervisory Board.
- All students are made aware of re-marking procedures and how to appeal if they are not satisfied with their public examination results.
- If the complainant is not satisfied by the College's response, he/she can complain to the Learning & Skills Council for Staffordshire (Festival Park, Stoke on Trent ST1 5TQ) or direct to the Secretary of State for Education & Skills. Copies of the LSC booklet regarding complaints are available from Reception or the LRC.
- Supplementary information on how to complain to external bodies (for example, about Local Education Authority grants or external examination results) is available via resources in the LRC and at Reception.

□ DEVELOPING CONTACTS WITH THE LOCAL COMMUNITY

- The College Centre maintains strong links with local high schools and universities. This includes Federated College status with Staffordshire University, participation in the Keele Access Scheme and Staffordshire Compacts, and providing training for Associate Teachers from all three local universities.
- The College Centre works with City high schools and the 14 – 19 partnership to facilitate the transition of their pupils between school and College.
- Students are encouraged to make a contribution to the community through community service and work experience placements. Many learners are also employed in the local area.
- Representatives from local industry and the community are involved in the provision of advice and assessment of the quality of College courses and are members of various College committees, including the College Corporation. Governors' names are listed in the Annual Review (a published account of its business and financial accounts). They can be contacted through the Clerk to the Corporation.

- **Other Documents**

The following documents or guide are available from your personal tutor/teacher or via the LRC

- Student Course Handbook for each course you are taking
- Student Handbook
- Student Forum Constitution
- Student Code of Conduct
- Student Safety Code
- The Student Grievance Procedure
- The Student Disciplinary Procedure
- Drug and Substance Abuse Policy
- Equal Opportunities and Inclusion Policy

**FURTHER COPIES OF THIS DOCUMENT ARE AVAILABLE FROM THE COLLEGE RECEPTION
TRANSLATIONS ARE AVAILABLE FROM RECEPTION ON REQUEST**

**ALL ENQUIRIES RELATING TO THIS DOCUMENT SHOULD BE ADDRESSED TO
PAUL MANGNALL, DEPUTY PRINCIPAL**

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