

## South Gloucestershire and Stroud College Learner Charter 2016 – 2017

This **Learner Charter** sets out the College's commitment to provide you with a learning experience that meets and exceeds your expectations whatever your starting point and aspirations. Our mission is to positively change people's lives and add value to the social and economic wellbeing of our communities and we will do this by providing high quality, innovative, accessible education and training in a safe and friendly culture of mutual respect and support. The **Learner Code of Conduct** sets out the College's behaviour expectations for an outstanding learning experience.

At SGS College, learners are treated as individuals and can progress their educational journey from the age of 14.

### Guidance, Inclusion, Support and Transition Expectations

We are committed to eliminating discrimination and promoting equality of opportunity by providing high quality guidance and support to help you achieve your potential. You can expect the following from SGS.

#### We will:

- provide you with impartial, personalised and constructive pre-course, on-course and progression guidance. SGS commits to ensuring a truly fair and transparent approach to pre-course advice and assessment;
- employ a "right learner, right course, right support" ethos;
- implement fair, consistent and transparent approaches to assess your needs and provide the support you need to successfully complete your programme of study;
- develop your skills, including Maths and English, so as to support your progression to further study or work;
- ensure you have a long term development plan to help you with your transition in to work; and
- do all that we can to keep you safe.

#### We will provide:

- a prompt response to your application with 10 working College days;
- accurate information about the College, the courses, the training available and likely costs;
- a consistent focus on you, your achievements and your progression;
- a personal tutor (if you are studying part-time in the evening, your class teacher will be your personal tutor);
- regular one-to-one tutorials for all full-time learners. These include setting and agreeing targets, reviewing your progress, planning how you can achieve your targets and guidance on the steps you need to take to achieve your long term development plan. If you are a part-time learner, one-to-one support will occur during course time;

- a planned learning programme with a range of high quality teaching, learning, assessment and support opportunities appropriate to the course and your needs;
- updates on your progress through regular written reports and parents' evenings (if you are under 19);
- opportunities to develop your study skills and English and maths skills (reading, writing, numeracy and information technology), if you are a full-time learner;
- a range of assessments which state clearly what you must do and how you will be assessed, and which conform with Examination Board requirements;
- assessments which are planned, will challenge your abilities and recognise your progress. Assessments will be returned within 15 working College days;
- ongoing feedback on your progress to help you improve the quality of your work and achieve your potential;
- careers guidance and support with UCAS applications;
- social, sporting and enrichment activities, for example, through the Student Union;
- advice and guidance on alternative opportunities if you and your tutor agree that your course is not meeting your needs; and
- regular consultation of your views to inform and guide the College offer and the quality of our provision through learner surveys, learner forums and the 'Student Parliament'.

#### **At the end of the course, we will:**

- provide a record of achievement (for example, an examination certificate, course certificate or a record of attendance) on request;
- provide a reference on request; and
- contact you to find out how you have progressed in to further education and training or in to employment.

If you have a question, suggestion or concern about your course, please speak to your tutor, subject teacher or learning mentor. If this is not possible, you should speak to the Head of Department. If the matter is not sorted out, you should speak to your Head of Sector. You can find out who the Head of Department or Head of Sector is by:

- looking in your course handbook;
- asking at Reception; or
- contacting Learner Services.

Formal complaints, compliments or suggestions can be made through submission of the appropriate form, available at all campus receptions, or by email to [talktous@sgscol.ac.uk](mailto:talktous@sgscol.ac.uk). For more information about our policies and procedures, read our: Single Equality Policy, Health & Safety Policy, Compliments, Suggestions & Complaints Policy and Procedure, Appeals against Assessment decisions Code of Practice and the Enabling Positive Behaviour & Learner Disciplinary Policy and Procedure, all of which can be found on the College website [www.sgscol.ac.uk](http://www.sgscol.ac.uk).