



CENTRAL SUSSEX COLLEGE

College Charter

Ref.
Effective

OID 2.4
01/07/10

A guide to our standards

What you can expect us to do:

- Help you to choose a programme of study and support that suits your needs
- Provide an induction to your programme of study
- Start classes punctually and notify you of changes to class arrangements
- Provide suitably qualified and experienced teachers and support staff
- Provide supervised access to appropriate equipment and facilities
- Provide services to support your studies
- Give you a clear picture of how you are to be assessed and advise you regularly on your progress
- Encourage you to help evaluate the course throughout your period of study
- Provide access to information, advice and guidance and counselling about any educational or personal matters throughout your time here
- Provide a safe, secure, pleasant and accessible environment for your studies
- Promote a caring and supportive environment
- Respect and celebrate the differences of all in our community and promote Equality of Opportunity through our **Equality and Diversity Policy**
- Keep you informed and up to date about developments within the College which may affect you
- Respond in a timely manner to any problem you tell us about and support you (in confidence if possible)

If you believe the College has failed to meet any of these commitments please raise your complaint in accordance with the College's complaints procedures.

Our Commitments - Enquiries and Admissions

We will provide:

- A College prospectus and other course information within 3 working days of receiving your request
- Friendly and helpful staff to assist with all your course enquiries
- Individual help to choose your courses from specialist members of our staff
- An assessment/interview date within one month of receiving your application form (different arrangements will be made with partner schools for those wishing to study at Haywards Heath campus)
- The response to your application within 10 working days of your interview (unless placements or other interviews are required)
- Specialist information and advice for applicants with disabilities and/or additional learning needs
- Advice about Additional Support provision at the College

- Advice about childcare, financial support, accommodation and other welfare issues
- A College Student Support Statement of Service, and access to any relevant student policies
- Clear information about fees, concessions, grants and other sources of financial help
- Fair and equal treatment of all applicants

Our Commitments - Student Induction

At induction we will provide:

- A clear and informative introduction to the College, your course and the study requirements when you start, including the opportunity to revise your programme of study if appropriate
- A handbook for every student with details of College services and information about your rights and responsibilities as students
- An appropriate induction to your course and the College
- Essential course or subject information, including the course timetable and details of how and when you will be assessed

All students will be involved in planning their learning and be given opportunities to discuss their individual aims, progress and any learning needs.

Our Commitments - Once on your course

We will provide:

- A personal tutor and/or Personal Adviser
- High quality teaching, which will include varied activities to ensure that you learn effectively
- Professional tutoring and learning support services
- A scheme of work and timetable so you know when your lessons are and what will be covered. All students will be involved in developing their learning plans
- Regular reviews of your progress with your personal tutor, leading to reports to your employers and/or parents/carers where agreed by the student
- Assignments and coursework which say clearly what you must do and how you will be assessed
- Prompt return of your coursework with clear feedback
- Impartial information, advice and guidance, counselling and welfare support
- Opportunities to participate in social and enrichment activities and events
- Suitable work placements where work experience is an essential part of your programme
- A high quality learning environment and up-to-date equipment and resources
- A safe, clean and accessible learning environment
- Healthy and reasonably priced food
- Well resourced libraries and Learning Centres

Our Commitments - Student Progression

To help you achieve your future goals we will provide:

- Career planning and support in applying to Higher Education and work
- A reference for a job, university or another college course

Our Commitments - Feedback

We will ask for your comments and suggestions about the College through:

- Student groups and focus groups
- Student satisfaction surveys, comments systems and user surveys
- A clear and timely complaints procedure

And we will use your feedback in ensuring learning and support is of a high quality, relevant and promotes equality of opportunity.

You can find out how we are doing by asking to see:

- Information about what our students achieve and what they go on to do
- Reports on College Inspections
- The College Annual Report
- Customer feedback

What we expect you to do:

Students of Central Sussex College are expected to observe the College's Code of Conduct under the headings below:

Attendance and Punctuality - Students will be expected to:

- Attend all lessons and tutorials
- Be punctual
- Arrange holidays out of term time
- Arrange other appointments out of College time
- Ensure paid work doesn't clash with College

Learning - Students will be expected to:

- Create all work to the best of their ability
- Participate fully in lessons
- Hand work in on time
- Apply themselves to study in College/at home
- Submit only work that is genuinely their own
- Come appropriately prepared, equipped and dressed for classes
- Co-operate with all staff and fellow students

Behaviour - Students will be expected to:

- Carry their student ID at all times in College
- Use acceptable, inoffensive language
- Use only the designated area for smoking
- Follow College guidelines on computer usage
- Refrain from all aggressive or violent behaviour
- Never carry an offensive weapon
- Turn off mobile phones and MP3 players in classes, Libraries or Learning Centres
- Not consume food or drink in lessons

Consideration for Others - Students will be expected to:

- Treat ALL staff and students with respect
- Not disrupt the learning of others
- Help maintain a civilised, clean and orderly College
- Look after the College facilities and not drop litter
- Be considerate of College neighbours and the public

Contribution to Society - Students will be expected to:

- Contribute positively to the wider community, outside College
- Represent the College positively during activities off campus
- Never bring the College into disrepute
- Comply with Health and Safety and security rules
- Adhere to the College Drugs Policy
- Comply with the College Parking Policy

You will be expected to comply with the above in accordance with the Code of Conduct and Disciplinary Policy for Students.

Complaints Procedure

This Charter is reviewed and updated each year. If you have a complaint about any College failure to meet these commitments you should follow the College Complaints Procedure.

Copies of this procedure are available on request from Reception as are all the policies referred to in this Charter.

This Charter can be provided in alternative formats if required.

Signed: Dr R Strutt
Principal

Date: 15 July 2010