

The College Ystrad Mynach

College Charter



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The College Ystrad Mynach College Charter

Mission

The college is committed to:

Excellence, by providing high quality, innovative education and training in a stimulating environment that promotes equality and fosters collaboration.

Maintaining financial viability

Purpose

The purpose of this charter is to let you know what services we will provide to all learners and customers and the standards by which you can measure us. The charter outlines our commitment to

- learners and potential learners of the college
- parents, carers and guardians
- employers using college services

Equality and diversity

The College Ystrad Mynach promotes equality and celebrates diversity in all we do. We aim to create an environment where staff, learners and visitors are treated equally irrespective of age, race, ethnic origin, nationality, gender, disability, sexual orientation, marital/parental status, religious or political belief.

We ask staff, learners and visitors to help us achieve this aim. We hope to create an environment where all feel welcomed and confident that they will be treated fairly, will be valued as individuals and that their opinions, views and diversity will be encouraged.

We aim to provide:

- Potential learners with an opportunity to view our facilities, buildings, resources and meet staff
- Accurate details of fees, where applicable, associated costs and sources of financial support
- An efficient and easy enrolment process
- A hard working and purposeful learning environment
- The opportunity to achieve success on your chosen course and to enjoy high standards of teaching, learning and support.

As a learner you can expect:

- Clear, accurate and up to date information about our courses, entry requirements, modes of study and assessment methods
- Fair and impartial advice to help you decide which course is most suitable for you
- a helpful induction to the college and your programme of study
- Professional, committed and specialist staff
- A caring and safe learning environment
- If you are on a course of five or more hours you will undertake an assessment of your learning needs. If you are on a course of less than five hours learners can request this assessment either through your course tutor or Student Services. Additional learning support is available if you require help with your language, literacy, or numeracy skills or if you have a disability or learning difficulty.
- Access to a range of support services to help develop your skills
- Regular assessment of your learning and feedback on your progress
- Advice and guidance on further and higher education and career options
- Clear and fair complaints and disciplinary procedures
- A course tutor offering academic and personal support if you are on a full time course (over twelve hours per week)
- The opportunity to comment on the college and its courses via a learner questionnaire twice a year.

As a learner we expect you to:

- Sign and abide by a learner agreement which outlines the commitment you make to your education
- Participate fully in your chosen programme of study by maintaining full attendance in all timetabled activities, being punctual, completing assignments and homework and meeting required deadlines
- Inform us if you cannot attend and provide valid reasons for any absence, in accordance with our attendance and absence guidelines
- Take holiday only outside term time
- Be suitably equipped and dressed for college work
- Respect the needs, views and appearance of others and abide by the college Equality and Diversity Policy
- Behave in a way that ensures the health and safety of those in the college and take care of resources, facilities and buildings
- Do not undertake any action that could bring the college into disrepute
- Sign and abide by the Computer Users Policy
- Abide by all other College policies, especially those related to Attendance, Behaviour and Equality and Diversity.

For employers we will:

- Discuss your training or consultancy needs on request
- Provide you with the opportunity to comment on the college and its courses
- Provide you with the opportunity to join consultation groups as appropriate
- Provide flexible, in-house or college based training, together with work based assessment as agreed
- Inform you if the attendance of learners/trainees, whom you sponsor, is unsatisfactory
- Provide you with a formal progress report at least once per year for learners whom you sponsor.

What to do if you have a complaint or an issue you would like to discuss:

The College Ystrad Mynach is committed to providing high quality courses and services. However, we are aware that problems do arise from time to time. If the learner is unable to reach a satisfactory solution via the course tutor or Head of Faculty they should contact:

Mrs Joan Siddle
Vice Principal Student Services
The College Ystrad Mynach
Twyn Road,
Hengoed
Mid Glamorgan
CF82 7XR

Tel: 01443 810093

Email: jsiddle@ystrad-mynach.ac.uk