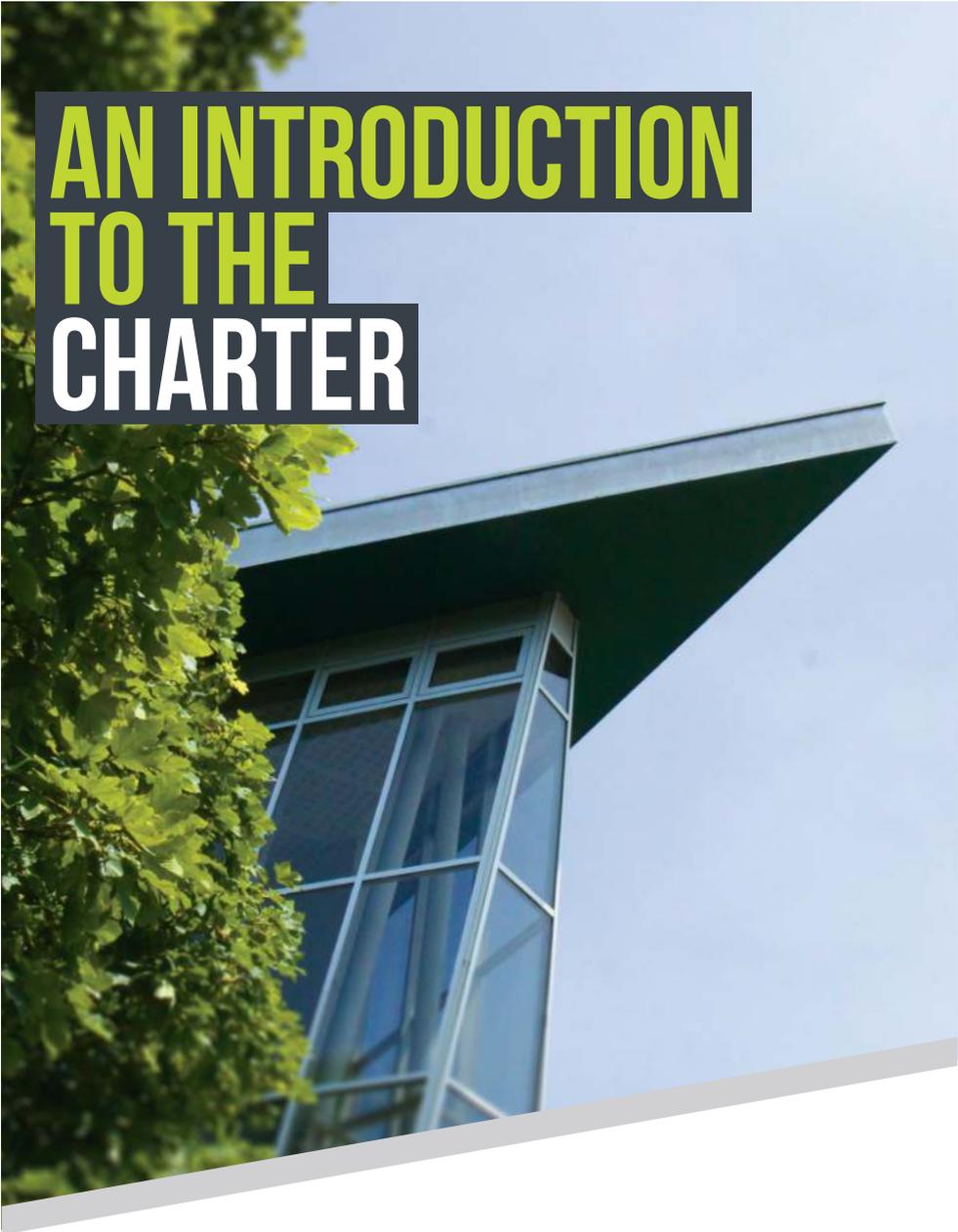


TRURO AND PENWITH COLLEGE CHARTER

Outstanding Education
Inspiring Futures





AN INTRODUCTION TO THE CHARTER

MISSION STATEMENT

The purpose of the College is to provide the best possible learning experience, leading to the highest possible level of achievement by our students.

TRURO AND PENWITH COLLEGE IS A TERTIARY COLLEGE AND A FURTHER EDUCATION CORPORATION, ESTABLISHED UNDER THE FURTHER AND HIGHER EDUCATION ACT 1992.

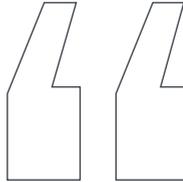
The Corporation Board is drawn from representatives of the local community including businesses, parents, local authorities, other community bodies, students and staff.

The current Chairman of the Corporation Board is Mr Robert Crossland. Details of the membership of the Board are available from the Principal's Secretary.

The purpose of the College is to seek to provide excellence in its education and training provision for Cornwall and the UK and to be a centre for exceptional development in selected areas of activity.

While the College expects high standards of performance from its students and trainees, the community has a right to expect the highest quality of service from the College in every aspect of its activity.

This Charter seeks to set out the quality standards for the variety of activities that the College engages in. We expect to be successful in achieving them and will, as the range of our provision expands, aim to extend and improve the quality of service offered.



Truro and Penwith College students achieve standards which are amongst the best in the country. Their results reflect their hard work, the efforts of College staff and our high level of investment in new accommodation and resources to support learning.

Governors are pleased to endorse this Charter which sets out the high level of expectation which underpins the partnerships through which continuous development and further student success and enjoyment will be achieved.

Bob Crossland
Chair of the Corporation Board



KEY COLLEGE STATEMENTS

Quality Statement:

Truro and Penwith College is committed to the achievement of the highest possible standards and strives for continuous improvement of its provision. We aim to meet the needs and expectations of all our users: we welcome your feedback and take your perceptions seriously.

We regularly monitor and evaluate all aspects of our operation and take action to ensure that quality is sustained and enhanced.

Equality Statement:

Truro and Penwith College has a commitment to meet the duties contained in The Equality Act 2010. The College has been awarded Investors in Diversity status. The College endeavours to promote an inclusive working and learning environment, which supports the individuals within its community irrespective of their background.

The College aims to promote equality of opportunity by providing full and equal access to all students who can benefit from its provision and by encouraging and enabling all members of the College to build and contribute to a society which values cultural and social diversity.

The College will not tolerate unfair or unlawful discrimination and will take positive action to remove any existing barriers to all students, staff, governors and visitors, irrespective of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We would encourage you to discuss any support needs with our Learning Support team before enrolling onto a new course.

Health and Safety Statement:

Truro and Penwith College is committed to the provision of healthy and safe working conditions for all our students, employees and trainees and for others working on, or visiting, our premises.

We will ensure, as far as is reasonably practical, the safety of our equipment and premises and that all those who may be affected by our operations, including members of the general public, are not exposed to risks to their health and safety.

BEFORE YOU BECOME A STUDENT AT TRURO AND PENWITH COLLEGE

Before you become a student at Truro and Penwith College we aim to:

- Provide you with information about learning opportunities.
- Inform you about the learning facilities available and offer you the opportunity to be shown around the College.
- Help you choose a programme of study (including additional qualifications) which meets your needs.
- Tell you how your programme can lead to progression to other courses, higher education and the world of work.
- Provide details of the curriculum support services available for all students and particularly for those who need additional help with their learning programmes.
- Provide you with information about College fees and other costs, financial support available and information on transport services.
- Provide you, on request, with information about our facilities and services for students with learning difficulties and disabilities, including access arrangements.
- Provide details about facilities relevant to overseas students.



These services are available to you through one or more of the following:

- College open events and school visits
 - Prospectuses
 - Course leaflets
 - Individual appointments and interviews with qualified and experienced staff
 - Student Services
 - College website
-

BEFORE YOU BECOME A STUDENT...

Enrolment:

Full-time Courses:

We will fairly and efficiently process your application and, normally within 3 weeks of receipt of your application form, provide you with a date and time for an interview after which a decision about a place at Truro and Penwith College can usually be made.

Further details of these services and copies of documents mentioned can be obtained from the Admissions office (Truro College: 01872 267000 or Penwith College: 01736 335000).

Part-time Courses:

Once our part-time course programme is approved and published, we endeavour to offer immediate enrolment (either in person or over the telephone) for the majority of our courses.

If your course has to be closed, we will refund any fee you have paid normally within 10 working days.

Further details of these services and copies of documents mentioned can be obtained from the Part-time Courses department (01872 265800).



Key Information:

We will make available the following details on the College's performance:

Annually:

- Information about student achievement
- Department for Education School and College Performance Tables
- Destinations of Full-time Students

Plus:

- The most recent Inspection Report
- College Annual Report

Many of these publications may be obtained from Truro College (Mylor Reception: 01872 267000) or Penwith College (Sennen Reception: 01736 335000). Alternatively they can be downloaded from the Truro and Penwith College website: truro-penwith.ac.uk

WHEN YOU BECOME A STUDENT AT TRURO AND PENWITH COLLEGE

When you become a student at Truro and Penwith College, staff will:

Manage your induction to the College, including information on:

- College rules and procedures
- Learning Centres
- The Refectory and other catering facilities
- Security, health and safety

Assess if you need additional help with your learning.

Meet you regularly to:

- Help with your study skills and action planning
- Monitor your attendance and discuss your progress and welfare

If appropriate, inform your parent(s)/guardian about your progress through reports and progress events which will occur regularly.

Respond to any problem you have and offer access to the student support team, where appropriate, respecting confidentiality.

Offer impartial advice and guidance on opportunities for progression to employment and further study, and refer you to the careers education and guidance team.

Keep you informed of key dates and developments within the College which may affect you.

Give you an introduction to the subject or unit including:

- An outline scheme of work
- The programme of assignments
- The qualifications you will be aiming for
- How you will be assessed
- The procedure for appealing against assessment

Explain the learning activities in which you will be involved.

Show you how the Learning Centres can support your study.

Ensure that all your classes start and end on time.

Return your marked work normally within an agreed timeframe.

Give regular feedback on progress.



WHILE YOU ARE A STUDENT AT TRURO AND PENWITH COLLEGE

While you are a student at Truro and Penwith College the College will:

Enable you to participate and express your views through:

- Regular course reviews
- A survey at the beginning of your course
- Representation on Programme Committees
- Regular meetings with your Tutor

Inform you about the College student support funds.

Inform you of the decision on any application for financial support within 20 working days after the closing date.

Provide a supportive and stimulating environment for your studies.

Provide an appropriate setting for internal and external exams.

Employ well-qualified staff who are keen to help you do make progress and achieve.

Ensure that lifelong learning opportunities at Truro and Penwith College are available.



Make available copies of our Equality, Diversity and Inclusion Policy which can be obtained from the internet.

Provide a calendar of key dates for your courses.

Provide a reference as required.

Provide you with certification of the qualifications you have achieved as a student at the College.

For Students with Learning Difficulties/ Disability:

The College will endeavour to make appropriate additional support available. For further information you should read the College Disability Policy Statement. Copies of this may be made available in different formats on request.

While you are a student at Truro and Penwith College we expect you to:

- Keep to College rules and procedures.
- Cooperate with College staff and follow guidance given.
- Respect the College environment and other people's property
- Take responsibility for your own learning.
- Attend classes and tutorials regularly and punctually.
- Complete work on time.
- Seek help if you need it.
- Use the Learning Centres and other facilities in support of your learning.
- Establish a healthy balance between your studies, leisure time and other commitments, including work.
- Be aware of any College fees and expenses, for which you may be liable.
- Be considerate of the rights and interests of other College users.
- Help to promote equality by treating everyone with respect regardless of differences of ability, culture, race, gender, age, sexual orientation or social class.
- Let us know if you are satisfied or dissatisfied with our service.
- Students need to be aware of the existence of the College's Student Disciplinary Procedure, details of which can be obtained from your Programme Team Leader.

WHAT PARENTS/ CARERS CAN EXPECT

What parents of 16 - 19 year olds can expect from Truro and Penwith College. We will aim to:

- Involve you in your daughter or son's education at the College by:
 - Welcoming you to College Open Days and Evenings.
 - Inviting you to accompany your daughter or son at the admissions interview.
 - Inviting you to attend a Parent/Carer Welcome Evening during the first six weeks of term.
 - Providing you with the name of the Personal Tutor who can be contacted at any time.
- Inviting you to Progress Evenings on a regular basis.
- Reporting regularly on academic progress.
- Providing information on the Truro and Penwith College website, Parent Carers web page.



WHAT THE COMMUNITY CAN EXPECT

What the local community can expect from Truro and Penwith College. We will aim to:

Provide you, on request, with information about campus activities and facilities, including theatres and letting arrangements.

Work with local organisers to meet the educational, training and recreational needs of the community.

Respond positively to meet education and training needs of employers, community groups and others.

WHAT EMPLOYERS CAN EXPECT

What employers can expect from Truro and Penwith College. We will aim to:

Respond to your initial enquiry within two working days.

Develop the skills of your workforce through a partnership approach.

Deliver learning programmes which accommodate varied working patterns and learning styles, allowing flexible access to training.

Provide regular reports on employee progress.

Provide an opportunity for you to comment on individual courses and training programmes through surveys and evaluation processes.

Invite you to comment on the College's overall performance through an annual employer survey.



DATA PROTECTION

The College takes its responsibilities regarding the protection of personal privacy very seriously. The information that we collect and hold as a result of your application, enrolment and progress through your course, will be processed and used in accordance with Data Protection Legislation under the General Data Protection Regulation (GDPR).

This means that we will use such information that we hold to support your progress at College and in applications for employment or Higher Education. We will not divulge information about you without your permission or unless there is a legal requirement to do so.

WHAT TO DO IF THINGS GO WRONG

The College exists to meet the needs of the students and of the community it serves. We will work as hard as we can to ensure that things do not go wrong but, if a problem arises, we will do everything we can to address it.

If you have a complaint about the College, you should first speak to the member of the College's staff with whom you have been dealing. Alternatively, you can raise the matter with your Personal Tutor or Programme Team Leader who will do their best to resolve the problem at source. You should receive a response within 10 working days which will reflect a thorough and honest investigation of your complaint. There may be occasions however when you feel it would be more appropriate to pursue the matter more formally by using the College Complaints Procedure, a copy of which can be obtained from Reception.

Students: Talk to the member of staff or, alternatively, to your Personal Tutor who may refer you to the most appropriate member of staff.

Employers: Contact the member of staff within the College with whom you have been dealing. In their absence, contact the Director of Partnerships.

Parents: Contact the appropriate Programme Team Leader or a member of the Senior Management Team.

Organisations within the Local Community: Contact the Principal's Secretary.

The information in this College Charter meets the requirements of the Charter for Further Education (DfES1993) and Learner's Entitlements (LSC2003). It was correct at the time of going to press, errors and omissions excepted, but may be subject to change.

Your Opinions: We value your opinions and encourage you to let us know if you have any suggestions on how we can improve our service to you.

TRURO & PENWITH COLLEGE CHARTER

Truro and Penwith College, College Road, Truro, Cornwall TR1 3XX

telephone: 01872 267000

email: enquiry@truro-penwith.ac.uk

web: truro-penwith.ac.uk

facebook: truro.penwith.college

twitter: @truro_penwith

Principal: **Martin Tucker**

Director of Studies: **Cheryl Newton**

Director of Quality: **Lowenna Bradley**

Director of Teaching and Learning: **Vicky Pearson**

Director of Operations: **Jane Cashmore**

Director of Operations (Penwith College): **Lucy Maggs**

Director of Finance: **Scott Cryer**

Director of Partnerships: **Andy Stittle**

Programme Team Leader and key staff contact details are available on request from College receptions.

If you require this document in **any other format** please contact Truro and Penwith College on 01872 267000.

