

# TRURO AND PENWITH COLLEGE CHARTER



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

- Provide you with information about learning opportunities, including progression to other courses, higher education and the world of work.
- Help you choose a programme of study (including additional qualifications).
- Inform you about the learning facilities available at the College, including facilities relevant to overseas students.
- Provide you with information about College fees and other costs, financial support available and information on transport services.
- 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, on request, with information about our facilities and services for students with learning difficulties and disabilities, including access arrangements.

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## MISSION STATEMENT

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**THE PURPOSE OF THE COLLEGE IS TO PROVIDE THE BEST POSSIBLE LEARNING EXPERIENCE, LEADING TO THE HIGHEST POSSIBLE LEVEL OF ACHIEVEMENT BY OUR STUDENTS.**

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

- Manage your induction to the College, providing information on College rules and procedures, Learning Centres, catering facilities, security and 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.
- Give regular feedback on progress and, if appropriate, inform your parent(s)/guardian about your progress through reports and progress events.
- 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 your chosen subject or unit of study including information on assignments and assessments.
- 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.

### 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.
- Enable you to participate and express your views through regular course reviews, a survey at the beginning of your course, representation on Programme Committees and 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 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.

## TRURO & PENWITH COLLEGE CHARTER

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