

## Student Charter

At Tees Valley Collaborative Trust we are proud of the community we belong to and are committed to serving it as well as we can.

### Our Mission

Our Trust is a centre of educational excellence, providing outstanding choice and high quality learning within a caring and inclusive environment. Innovative, outward looking and working in partnership, we will raise aspirations for young people and adults.

This Charter is our promise that we will do our best for you. In return we expect that you will also try your best.

If you are considering studying at an academy within the Trust, you can expect:

- Clear, accurate and readily accessible information about courses of study, which is free from bias;
- Opportunities to discuss your intended programme of study;
- Guidance and consultation on a programme appropriate to your needs and abilities;
- Your application to be given fair consideration in line with the College's Single Equality Scheme;
- Appropriate arrangements to be made to help you to manage any known disability, learning difficulty or disorder that you inform us about in advance.

As a student you can expect:

- An introduction to the academy and its services;
- To be taught and supported by well qualified and committed staff;
- To be engaged and challenged to fulfil your potential;
- To feel safe in every aspect of academy life;
- To be part of a tolerant community where everyone is treated with respect and consideration regardless of differences in culture, ability, race, gender, age, sexual orientation or social class;
- To be given clear boundaries about standards of behaviour, both in and out of College;
- Courses to be well planned and to meet the needs of external qualifications;
- Lessons to be stimulating and motivational;
- To experience a variety of teaching styles that encourage you to engage with your learning;
- To be valued as an individual and to have your best interests at the heart of all we do;
- To have your individual abilities supported;
- To be encouraged to be resilient by maintaining a high level of motivation, effort and attendance;
- To be encouraged to be reflective by communicating about how you learn;
- To be set challenging but achievable targets;
- To receive praise for good performance and to be challenged for poor performance;

- To have your progress monitored, work set regularly and marked promptly, and to receive relevant feedback;
- To receive assistance to help you study effectively;
- To be encouraged to be resourceful and to work with others;
- To receive information about financial support;
- To receive information and advice to help you decide on an appropriate course of action on completion of your studies;
- A detailed and helpful reference, when requested, which reflects your progress in the courses you complete, your future potential and your contribution to other activities, where appropriate;
- To have your views represented by a democratically elected student body who raise concerns with academy managers and who organise activities to enhance student life.

In return, we expect you:

- To treat yourself, staff, fellow students and members of the local community with consideration and respect;
- To treat academy property, and the personal property of others, with respect;
- To inform us of any known disability or learning difficulty;
- To take responsibility, with appropriate support, for your own learning;
- To attend all classes unless you have a good reason and have informed us in advance;
- To work hard, in and out of the classroom, to complete all work to the best of your ability;
- To give sufficient time to your personal studies to meet the demands of the course;
- To strive to improve to be the best you can be;
- To be resilient and keep going even when things get tough;
- To be an ambassador for Tees Valley Collaborative Trust
- To adhere to the rules listed on the Learning Agreement;

We encourage you:

- To share with us any difficulties which are affecting your progress;
- To adhere to the Trust's policies which reflect our concern for your health and welfare and our determination to maintain a safe and comfortable environment;
- To provide feedback and evaluations of our services and work with the elected student body and staff to make improvements;
- To look after, and return or pay for, all books and equipment loaned to you;
- To pay examination fees by the set deadline unless you satisfy the College requirements for exemption from these fees (see part-time course guide or note to the right);
- To pay tuition fees and registration fees, where appropriate, prior to the start of your course (see note to the right and if aged 19+ please refer to the part-time course guide).

As a member of the local community you can expect:



- Information on request about aspects of College life, including achievement results;
- That the academy plays a responsive and responsible part in the life of the community;
- That all applicants will be treated equally;
- That requests for attendance at school or community events will be considered fairly and responded to positively when possible;
- To be supplied with the names of relevant staff who deal with specific enquiries, and to expect these staff to handle such enquiries as quickly and efficiently as possible;
- As an employer, to be provided with, on request, a clear, accurate and helpful reference on a student whom you wish to employ;
- A considered response to requests for the provision of courses or use of the academy facilities;
- As a parent/guardian of a 16–18 year old, to be kept informed of any major decisions affecting your daughter/son and to be offered opportunities to visit the academy to discuss their progress.

#### Note

If you are a full-time student and aged 16-18 at the start of your courses and meet residency status, you are entitled to free tuition and the College will pay for the first attempt in an examination for any course that you are following, provided that:

- You attend all lessons except for authorised absences;
- You meet coursework deadlines for that course; and
- You attend the examination, unless you are certified as unfit for that examination by a doctor.

If we feel that you are not keeping your side of the agreement you can expect the following series of actions:

- Your subject teacher and/or progress tutor to discuss the issue with you and to help you take positive steps to improve
- If the problem continues – your Faculty Manager will discuss the issue with you which may involve agreeing action points, contacting your parents/guardians if you are under 19 and sanctions being imposed
- If the problem remains unsolved – a formal warning to be issued and if you are under 19 years of age, your parents/guardians to be informed. The conditions under which you may remain on your course will be clearly defined and if you do not meet these conditions your programme of study will be terminated.

If you feel that we have failed to keep our promise to you, the following stages describe what you should do:

#### Stage 1

Make contact with the member of staff concerned or with the member of staff with whom you feel most comfortable. Discuss the problem with them and, if necessary, document the main points of concern on the College's Comments/Suggestions Form. You may feel you would like a member of the Students' Union to support your contact with staff.

#### If you are still dissatisfied...Stage 2

Voice your concern with your Faculty Manager or the Vice Principal, or discuss your Comments/Suggestions Form with the appropriate Manager.

You can expect to have the first follow up to your concern within 10 working days.

#### If you are still dissatisfied...Stage 3

Speak or write to the Principal. The Principal will investigate the matter and discuss the issue with you within 10 working days.

#### If you are still dissatisfied...Stage 4

Write to the Chairman of the Corporation, c/o the academy, who will normally reply within 10 working days indicating what action is taking place.

#### If you feel that your complaint has been dealt with unfairly by the academy or Corporation...Stage 5

Write to the Education Funding Agency whose address may be obtained from the Trust.

