

STUDENT CHARTER

The Student Charter has two purposes:

1. To explain what you can expect when you apply to become a student at Fircroft.
2. To guide you in what we expect of you as a student at Fircroft.

This Charter outlines aspects of your journey with the College under the headings:

- Before you decide to apply for/are accepted on a course at Fircroft.
- When you start a course with us.
- When you are on a course you can expect.
- After your course we may contact you for.
- Fircroft will provide.
- Fircroft expects you to.

Before you decide to apply for/are accepted on a course at Fircroft we will:

- Discuss your circumstances and make sure that Fircroft is right for you and that we can meet your needs (this may include initial assessments for English and Maths).
- Provide Information, Advice and Guidance (IAG) to help you decide on the right course/pathway for you.
- Explain what you will learn on the course and how that might help you.
- Explain the residential nature of the College and the benefits of staying at the College.
- Tell you if you need to pay anything and discuss options with you.
- Help you to apply and keep in touch with you.

When you start a course with us, we make sure that you:

- Understand what you must do and where you need to go.
- Have an induction covering Health & safety, Prevent and Safeguarding, College services & facilities and relevant policies and procedures.
- Understand our positive behaviour expectations.
- Have the opportunity to ask questions or raise concerns with us.

When you are on a course you can expect:

- Good quality teaching and enjoyable learning
- To be treated fairly and with respect
- The chance to share your views
- Information and guidance about what you can do after you complete your learner journey with Fircroft
- Reasonable adjustments and support for your needs if you have a disability or learning difficulty

After your course we will contact you for:

- Follow up Information, Advice and Guidance (IAG)
- An update on your progress into work/further study or volunteering
- Course and event marketing (if you have agreed to be contacted)
- Surveys/research & student involvement activities (if you have agreed to be contacted)

Fircroft will provide:

- Qualified & experienced staff for teaching, student support, learning support and IAG.
- An Individual Learning Plan to help to keep you on track, give you feedback and help you to meet your targets, including a support plan where appropriate.
- Clean, safe, and accessible classrooms and buildings including residential areas.
- 24-hour access to the student learning area (library) and common room.
- Opportunities to express your opinions and suggestions or complain if you feel something isn't right
- We will maintain confidentiality with the information you provide us. We will only share this information on a 'need to know basis', in line with GDPR (2018) and Safeguarding procedures.

Fircroft Expects You to Help Make the College a Safe & Enjoyable Experience for all by Showing Respect:

- Respect difference – accept people's right to look, think or act differently than you.
- Respect rights – think and behave in a positive way showing you care about people's rights to stay safe.
- Respect feelings – act in a way that shows people you care about their feelings.
- Respect College property – by taking care of facilities and equipment.
- Respect non-smokers – use the smoking areas provided and not dropping cigarette ends.
- Respect the buildings and grounds – by keeping the College tidy and binning your litter.
- Respect the no alcohol and drugs rule before and during your course.

Fircroft Expects You to Display Positive Behaviors:

We are a supportive, inclusive, and diverse College where individuals are encouraged to develop and grow. To achieve this we expect all students, staff, volunteers, and visitors to abide by the following standards during lessons, around the College and its grounds and when on College related trips or visits.

Fircroft Expects You to Adopt the Following Positive Behavior Standards:

- Act with respect, politeness, and consideration for all.
- Tolerate peoples' beliefs and views and not harass or bully anyone.
- Work hard, attend all sessions, and arrive on time.
- Inform the College if there are any issues.
- Focus on our own learning and other's learning.
- Take part in and abide by Information, Advice and Guidance session discussions.
- Recognise that our behaviour affects others.
- Keep our language polite and avoid offensive words.
- Do not drink alcohol or take drugs any time on the day of arrival for your course, at any time during your course including going off site in the evening.
- Abide with College rules around no alcohol and illegal drugs on site, no children on site and keeping noise to a minimum after 11pm.
- Keep mobile phones off and away during class unless we are using them in learning.
- Keep the learning environment clean and tidy.
- Follow all health and safety requirements.
- Keep quiet in the student learning area (library)

- Clearly always display College ID badge and comply with all security requirements e.g. keeping personal possessions with you.

This Charter is not intended to be a comprehensive statement of the services that the College offers nor is it intended to create a legal obligation on the part of the College or students. Student behavior issues are dealt with in accordance with the Disciplinary Policy or Fitness to Study Policy. Further details regarding our commitment to students can be found in the Student Admissions Policy. All policies are available on our website or on request from Student Services.

Useful Contacts:

Lee Goodway, (Head of Student Experience) lee.goodway@fircroft.ac.uk

Tamir Robinson (Welfare Officer) tamir.robinson@fircroft.ac.uk

Any queries: studentsupport@fircroft.ac.uk or telephone the College on 0121 4720116