STUDENT CHARTER 2026-27

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 in line with the Colleges values (Anti Racist, Authentic, Brave, Collaborative, Empowering and Supportive).

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

- Fircroft expects you to.
- Fircroft will provide.
- 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 Expects You to Display Positive Behaviours to Ensure You Have a Safe and Productive Experience:

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 Behaviour Standards:

- Act with respect, politeness, and consideration for all ensuring language is kept appropriate.
- Tolerate peoples' beliefs and views and not harass or bully anyone.
- Attend all learning sessions including tutorials and learning support sessions.
- Always arrive on time.
- It is your responsibility to inform the College if there are any issues you may have by reporting concerns through the appropriate member of staff.
- Work hard, focus on your own learning and be mindful of the impact of your behaviour on other's learning.
- Take part in and abide by Information, Advice and Guidance session discussions.
- Recognise that your behaviour affects others.
- 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 visitors on site and keeping noise to a minimum after 11pm.
- Whilst on course, if you leave site in the evening, learners are required to return to the college no later than 1am.
- Keep mobile phones off and away during class unless we are using them in learning.
- Keep the learning environment clean and tidy and report any maintenance or health & Safety concerns

- Report any breakages or damage to college property as soon as possible. Where intentional neglect or damage has occurred to college property, a charge may be liable to you for repair and disciplinary action will be taken.
- Follow all health and safety requirements.
- Complete and submit all work on time, ensuring all work is your own.
- Clearly always display College ID badge and comply with all security requirements e.g. keeping personal possessions with you.
- Ensure you reschedule any appointments or events that interfere with your learning. We expect you to arrange any appointments you have outside of your learning. If you have an emergency, please inform the college.
- You are responsible for keeping timely and appropriate communication with the college, including updates in changes to circumstances and absence that impacts your learning or college experience.
- If you are unwell at college, and/or unable to attend lessons due to illness, you are required to return home to recover, before returning to college to continue your studies.
- During your time at the college, you are not permitted to record on any device without express permission. Permission to record will be considered on an individual basis and with appropriate use and expectations in place. The decision will be made based on instances such as learner/learning need during learning, guidance from an EHCP or other official diagnosis and/or emerging need and will be noted in your learner record e.g. an Individual Learner Support Plan
- Collaborate with staff by engaging positively with the guidance, support, instructions and College procedures that help maintain a safe, respectful and productive learning environment.

Fircroft will provide:

- Qualified and 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 feedback 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.
- Work with you to support any reasonable adjustment or wider support requests.

Your Learner Journey Expectations

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.
- Discuss any residential/learning support requirements or reasonable adjustments you may require. • The college expects that evidence to support requirements or reasonable adjustments be provided.

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 college values, rules and 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, enjoyable learning and personal/academic progression
- To be treated fairly and with respect
- The chance to share your views in line with the relevant course discussion
- Information, advice and guidance about what your options for after you complete your learner journey with Fircroft
- Reasonable adjustments and support for your needs if you have a disability or learning difficulty. Requests must be made when applying with evidence to support your request provided.

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)

This Charter is not intended to be a comprehensive statement of the services that the College offers nor is it intended to create any legal obligation on the part of the College or students. Student behaviour issues are dealt with in accordance with the Disciplinary Policy or Fitness to Study Policy and are treated on an individual basis. 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:

The Emergency Line (Out of Hours): Call the duty supervisor on 07951 178564

Designated Safeguarding Leads: Andy [Andy.Gazey@Fircroft.ac.uk] or Angela [Angela.Bate@Fircroft.ac.uk]

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

Any application or enrolment queries: admissions@fircroft.ac.uk or telephone the College on 0121 4720116