



**Milton Keynes
College**

College Charter

College Charter

Mission Statement

'Our aim is to create opportunities for you to achieve your personal, educational and employment goals'

Introduction

The Charter sets out what you can expect as a learner or customer of Milton Keynes College and it explains what action you can take if we fail to deliver what our service promises. It is not a legal document but it does outline our intention and will, we hope, provide you with a clear procedure for dealing with problems, if you encounter any.

If you have any specific or individual requirements to make the Charter accessible to you, for example in large print or on disk, please contact Customer Services.

A copy of the Charter is available on the web: www.mkcollege.ac.uk

In addition, should you wish, a member of the Customer Services team will read and explain any part of the Charter to you.

Contact Customer Services on:

Telephone: 01908 684444

Minicom : 01908 684401

The Charter is available on request in other languages.

Qoraalka hadii aad dalbato waa la heli kara isagoo af Soomaali ah.

Expectations and Standards before joining the College

We will:

- give you good quality course information in a prospectus. This may be found in the College's Customer Services department, the Careers Service, organisations offering adult guidance, libraries, secondary schools and employer organizations and will include information about support and services for those with disabilities and/or learning difficulties and dyslexia
- make sure your application is processed fairly and within the timescale we publish
- arrange an interview for you so that you can discuss your options before you make any decisions, and give you an opportunity to look around the College or place of learning
- give you accurate information on the College's fees, any arrangements for fee

- reduction and any other financial help available to you
- make sure that application forms from overseas students are processed quickly and fairly by Customer Services
 - give you information about college support services, childcare arrangements and additional local support services available to all students.

Standards and Expectations

- we will deal with any request for the College prospectus and course information within 1 working day
- information on each course or programme will include:
 - entry requirement(s)
 - how you will be assessed
 - what you can do next
 - how long the course or programme lasts
- when you send in an application form, you will:
 - be sent an acknowledgement within 7 days of your application form arriving at the College
 - not have to wait more than 4 weeks for the interview process to begin, wherever possible
 - be given a decision about a course offer within two weeks of your interview process being completed
- course fees and costs, and fee reduction information will be sent to you before you enrol, and normally, at least 6 weeks before your course begins
- If you apply for financial support, you will be told of the College's offer within 2 weeks of your learning support application form being received (unless in exceptional circumstances).

Expectations and Standards when first joining the College

We will:

- agree with you an individual learning plan
- provide an appropriate induction (learners attending for fewer than four hours per week will be given written information about their course instead of a main induction programme)
- explore with you how much of your previous learning or experience can be counted in deciding your course of study where appropriate
- give you details of arrangements for work placements, where these are part of your course
- discuss with you the way that vocational study relates to the world of work
- give you details of the way your course will be organised
- aim to teach groups of an appropriate size
- ensure you have a Personal Tutor if you are a full-time student. Other learners are able to discuss matters directly with teachers and lecturers delivering their course.

Standards and Expectations

- If you are a full-time student, your induction will include the following core activities:
 - introduction to college managers
 - introduction to Student Services
 - visit to Library/Learning Resources Centre

 - tour of college Campus/ place of learning
 - introduction to the Learning Contract
 - introduction to Personal Tutoring
 - activities with group
 - introduction to Individual Learning Planning
 - Disciplinary Procedures

- if you are on a part-time or short course either on or off campus, you will receive a course specific induction at the beginning of your course in addition to the written information.

Expectations and Standards whilst at the College

We will:

- aim to provide you with courses that meet your needs so that you may reach your full potential
- give you opportunities to check your progress
- use a variety of teaching and learning methods
- offer you welfare and financial advice and information
- offer you extra learning support where a need for that support has been identified and agreed with you
- offer you confidential personal counselling
- ensure that careers information is an integral part of your learning experience

Standards and Expectations

- you will receive a programme overview at the beginning of your course (normally within the first two weeks of the start date)
- you will receive an assessment schedule at the beginning of your course, which will include completion dates and reasonable dates for return of internally marked work, (normally 15 college days after the work has been handed in)
- if you are a full-time learner, you will have the opportunity to review your progress with your personal tutor a minimum of three times a year. All other learners will have a form of progress record through the learning programme, as agreed between the student and tutor
- If you have any additional learning needs, for example, a disability, learning difficulty or other barrier to learning, we will carry out an assessment of need and negotiate a programme of support to enable you to succeed on your course of study.

Facilities and resources to support learning

We will:

- give you access to a range of teaching and learning resources to support your learning
- provide a college bus service linking Milton Keynes Station, the City Centre and our main Campuses
- provide campus based catering services
- give you access to our Learning Resources Centres
- make sure that the rooms you will use are of the required standard
- provide information on childcare provision including the College Nursery and childminding network.

Learner Responsibilities

All learners of Milton Keynes College have a responsibility for their own learning and behaviour. It is the policy of Milton Keynes College to maintain an environment where people feel respected, safe and secure and are able to learn effectively. As a learner at Milton Keynes College it is expected that you will:

- attend and take part in all activities relevant to the programme unless you are unable to do so because of illness or some other difficulty, or because you are absent with the prior agreement of the tutor concerned
- follow the procedure, outlined by your tutor, for notifying staff of any absence
- follow programme guidelines with respect to meeting deadlines for work set
- follow agreed action resulting from personal tutorials, including attendance at additional Learning Support sessions, where appropriate
- take part in programme monitoring and evaluation processes
- adhere to all Health and Safety regulations
- contribute positively to the College Mission and adhere to the spirit of the Equal Opportunities statement
- agree to abide by the Learning Resources Centres and IT Codes of Conduct
- behave in a way that will not adversely affect others.

Failure to fulfill any of these responsibilities may result in the Disciplinary Procedure outlined in the Learner Handbook being applied.

Equal Opportunities at Milton Keynes College

Milton Keynes College seeks to provide the opportunity for all to learn and achieve, no matter what their age, personal beliefs, background or circumstances.

We recognise and value diversity and the way in which differing contributions enrich the life and development of the College.

We aim to provide a range of education and training programmes which encourages everyone to participate in learning. Through our teaching, administration and support services, and our work in the community, we will promote equality of opportunity and access to success.

We will ensure that we honour our legal obligations and strive for freedom from discrimination.

We will treat people fairly on the basis, for example, of gender, ethnicity, disability, sexuality, age, religion/beliefs, or cultural background, either in education, training or in employment.

Standards and Expectations

- we will provide training for all college staff and governors to enable them to understand our policy, participate in its implementation, and promote equality of opportunity
- our procedures for recruiting and selecting staff will be sensitive to, and promote, equality of opportunity
- our student induction and tutorial programmes aim to enable students to understand our policy, its implications, and how they can contribute to achieving greater equality of opportunity
- the College, within available resources, we will ensure that the ethos and environment of the College enables all students and staff to feel welcome, supported, valued and safe, with access to all of our facilities and services
- we will provide a portfolio of courses that enables us to meet a wide range of individual learner's needs, goals and aspirations
- we will monitor the implementation of this policy, and evaluate the impact it has. We will review and update the policy in the light of experience.

Provision for students with disabilities, learning difficulties and dyslexia

Milton Keynes College is committed to ensuring that disabled people, including those with learning difficulties, are treated fairly. Reasonable adjustments to provision will be made to ensure that disabled students and other disabled people are not substantially disadvantaged. If you are a disabled person, please ensure that we know what you need, so that we can make reasonable adjustments to help you succeed.

The College Disability Statement provides information on:

- additional support available
- admission arrangements
- appeals and complaints
- examination and assessment provision
- future plans
- lift and evacuation procedures for wheelchair users
- links with external agencies

- other facilities and support:
 - assessment for the independent sector
 - careers guidance
 - catering services
 - counselling service
 - curriculum area support
 - medical facilities
 - staff expertise
 - technology and equipment
 - transport arrangements
 - welfare information service
- physical access
- specifically designed courses:
 - courses for Students who have learning difficulties and disabilities
 - Information Technology for visually impaired students
 - Vocational Opportunities Programme

To get in touch with specialist staff who can provide information and discuss your needs, please contact the Deputy Learning Support Manager on 01908 684433 voice/minicom, or the Dyslexia Co-ordinator on 01908 684529.

Provision for overseas students

We will:

- give you documentation to facilitate your entry into the UK, if necessary
- give you information on fees, course content and support services
- organise a confidential assessment and interview with course tutors, once you arrive
- be able to give you impartial immigration advice and information
- enrol you directly through Customer Services, if you wish to join courses as a part-time student (excluding EFL students who must attend for interview)

Standards and Expectations

- applications from overseas students for full-time study at the College will be acknowledged by post within 4 working days of Customer Services receiving the application.

Provision for employers and the local community

We will:

- provide local groups and employers with a list of key college contacts
- publish the names of our college Governors
- provide interested employers with relevant details of college courses, including details of all fees and charges
- provide employers offering work placements for college students with a named contact and clear statement of roles, responsibilities and expected outcomes of

the placement

- monitor employer satisfaction with college services
- have other publications such as the College's Strategic Plan and Operational Plan available on request.

Quality Assurance

We will:

- provide statistical information on students' performance including information on student destinations, so that all our customers can compare our performance with other schools and colleges across the UK
- carry out student satisfaction surveys; we welcome your views and comments on your experiences of the College so that we can continue to improve our level of service to you
- have a programme of internal inspections that will monitor the quality of the teaching and learning process in college.

Standards and Expectations

- we will meet or better our published standards for retention and achievement
- we will meet or better our published standards for the number of learning sessions graded as good or better through the internal inspection process.

Expectations when finishing a course

We will:

- give you an opportunity, with advice and guidance, to develop a record of your achievements at Milton Keynes College
- give you guidance and support for your chosen career or continued training or education as appropriate.

Standards and Expectations

- full-time learners will normally have an exit interview when they finish their course to support them in making informed decisions about their next steps
- all learners for whom actual destinations are not known, will be telephoned at home or have a letter sent to their home address within 6 months of leaving to establish any further guidance they may need.

Comments/Complaints

You can, in the first instance, discuss the issues with your personal tutor or a member of the Student Services team with a view to resolving the complaint informally. Most issues are resolved in this way. In the unlikely event that the problem has not been solved to your satisfaction, you can write in confidence to, or telephone the Quality Standards Manager or complete the tear-off postcard at the back of this booklet (also available at Reception). This gives you the opportunity to start our complaints procedure immediately.

Your comments will be given to the appropriate area within 24 hours of our

receiving the complaint. You will receive a full written explanation of actions taken and/or planned, within 10 working days.

If you have ideas about how college services can be improved, we have a Suggestions Card available at Reception which you are welcome to fill in and deposit in one of the boxes provided.

If you are a student, an employer, or a member of the local community and you find you are not satisfied with course work assessment, you have the right to take action and to appeal.

There are a number of stages in the appeals procedure. Each stage should be taken before moving to the next stage unless the matter is very serious. In this case, a written complaint can be made at any stage.

Stage 1

If you are able to do so, you should raise your appeal directly with the person concerned to try to find a solution informally.

Stage 2

If this is not possible, or you are not satisfied with the outcome, you should inform your Personal Tutor where you have one, or another member of the staff team, who will ensure that the matter is investigated informally.

Stage 3

If you are still not satisfied, you may raise the matter formally, in writing, with the Manager responsible for your course. You may ask for help in writing your letter.

Stage 4

If you are still not satisfied with the outcome, you may appeal in writing to a Director or member of the Senior Management Team. As in Stage 3 you may ask for help in writing your letter of appeal. You may be invited to present your case formally and if so you may be accompanied by a friend, parent or Student Council representative.

Stage 5

If your appeal is of an extremely serious nature and you are not satisfied by the response of the Director acting on behalf of the Chief Executive, you may appeal to the Appeals Committee of the Governing Body. Examples of serious matters are those which result in the student not achieving the learning goal or being required to leave or failing to progress to the predicted destination as a result of grading decisions.

Full information on the appeals procedure is available from the Learning Resources Centres, campus receptions or the Student Council office at each campus, or from your Personal Tutor.

Additional publications available

The following publications can be obtained by telephoning 01908 684444 or writing to the Quality Standards Manager, Chaffron Way Campus, Woughton Campus West, Leadenhall, Milton Keynes, MK6 5LP.

- Admissions Policy
- Equal Opportunities Policy
- Race Equality Policy
- Disability Statement
- Financial Information
- Previous Year's Student Achievements
- Facilities and Premises Service Level Agreements - Classroom Minimum Standards

The following publications are available in the College Learning Resources Centres:

- Equal Opportunities Policy
- Race Equality Policy
- Learner Diary and Handbook
- Milton Keynes College Strategic Plan
- Milton Keynes College Operational Plan
- Health and Safety Policy
- Board of Governors Papers
- The Child Protection Policy
- Harassment Policy
- Drugs Policy

Whom should I contact for advice and information on the Charter?

If you wish to make any comment or complaint, need further information or if you have any queries about the Charter, please contact us in one of the following ways:

- contact the Quality Standards Manager:

Phone: 01908 684444

email: info@mkcollege.ac.uk

www.mkcollege.ac.uk

- or, call in to Reception at one of our Campuses:

Bletchley Campus
Sherwood Drive
Bletchley
Milton Keynes
MK3 6DR

Tel : 01908 684444
Minicom : 01908 684401
Fax : 01908 684199

Chaffron Way Campus
Woughton Campus West
Leadenhall
Milton Keynes
MK6 5LP
Tel : 01908 684444
Minicom : 01908 684401
Fax : 01908 684399

- or, write with your complaint or comment on the tear off postcard at the back of this publication and send to us by FREEPOST.