Craven College is committed to creating a stimulating, supportive learning environment based on mutual respect and trust which enables everyone to realise their potential. We aim to deliver good value, high quality learning leading to successful recruitment, retention, achievement and progression. We work to ensure that our students develop the necessary skills to secure career and employment opportunities and contribute as effective citizens.

We expect our students to make a full commitment to their studies, to attend all sessions, to contribute to a safe and happy college life, to be ambitious and most of all... to succeed.

**Our aim is to provide high quality impartial information, advice, guidance and support at all stages of your learner journey to enable you to make informed choices about post-16 education or training, and once on programme, to make exceptional progress and secure positive destinations in employment or further study.**

<table>
<thead>
<tr>
<th>AS A STUDENT YOU ARE EXPECTED TO:</th>
<th>YOU CAN EXPECT THE COLLEGE TO:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Take an active part in pre-enrolment and induction activities, so that you can be sure that the course is the right one for you.</td>
<td>Provide impartial high quality advice and guidance for all potential students through a range of activity including regular open events throughout the year, providing taster opportunities, pro-active engagement with local schools and providers, transition days, and small group or 1:1 support.</td>
</tr>
<tr>
<td>Tell us if you have any identified support needs, including learning difficulty or disability.</td>
<td>Make available details of courses on offer, entry requirements, aims of the programme, assessment, progression and career routes.</td>
</tr>
<tr>
<td>Take part in relevant work experience (where necessary) as part of your study programme.</td>
<td>Advise charges that are payable for tuition, registration and examination fees – including fee remission criteria.</td>
</tr>
<tr>
<td>Make full use of the resources available to you including LRC, computer facilities, Moodle and Student Support Services.</td>
<td>Confirm programme related expenses including the cost of any books or equipment that you may need.</td>
</tr>
<tr>
<td>Access your online personal tracking system – Proportal.</td>
<td>Tell you about the teaching and learning facilities available.</td>
</tr>
<tr>
<td>Tell us when you are having any problems and seek help when you need to.</td>
<td>Advise about financial help to support studies from a variety of sources including Student Support fund, Travel Bursaries, Student Loans.</td>
</tr>
<tr>
<td>Pay any fees and charges promptly, or if you have difficulties, discuss them with the Student Finance (bursaries) team.</td>
<td>Help you identify any learning support needs you may have and ensure, where practicable, provide additional guidance and support to help you succeed and develop independent learning skills.</td>
</tr>
<tr>
<td>Accept responsibility to follow up any loan applications with Student Loans Company.</td>
<td>Provide a planned induction in to the College to help you settle into College quickly.</td>
</tr>
<tr>
<td>Abide by College rules, regulations, policies and procedures.</td>
<td>To provide a “Welcome Pack” detailing the range of learning support that is available at College.</td>
</tr>
<tr>
<td>Work collaboratively with other students and develop team work skills.</td>
<td>Undertake initial assessments (where appropriate) to determine your support needs.</td>
</tr>
</tbody>
</table>

**Craven College Charter**
**BEHAVIOUR AND RESPECT**

Everyone in the College commits to respecting the partnership between all members by following its rules and procedures. The College fosters an inclusive community in which everyone is treated fairly, respectfully and independently, to ensure equality of opportunity.

<table>
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<tr>
<th>AS A STUDENT YOU ARE EXPECTED TO:</th>
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<tbody>
<tr>
<td>Behave in a safe and responsible manner, helping to make the College a safe place for everyone.</td>
<td>Provide a safe, secure and tolerant environment where all staff and students feel valued and respected.</td>
</tr>
<tr>
<td>Be polite, courteous and friendly to all College staff, students and visitors.</td>
<td>Promote behaviour that enhances learning and performance for all.</td>
</tr>
<tr>
<td>Adopt the College ethos and UNITED values; treat everyone fairly and with respect.</td>
<td>Provide praise and recognition for your achievements and positive contribution and treat non-compliance in accordance with the College’s Student Disciplinary Policy.</td>
</tr>
<tr>
<td>Take responsibility for your own studies and participate in College life as an active learner.</td>
<td>Take all practicable and appropriate measures to provide you with a safe and healthy environment in which to learn and appropriate facilities to support this. We will supply information that helps you to understand and comply with standard health, safety and wellbeing practices in the wider community and work place.</td>
</tr>
<tr>
<td>Observe all health and safety regulations and safeguarding guidelines to ensure a safe learning environment.</td>
<td>Maintain social and learning spaces supporting you to learn and maximise your independent study time.</td>
</tr>
<tr>
<td>Behave appropriately when representing the College at all times, advocating a positive image and embracing our values in the College and in the immediate community.</td>
<td>Promote awareness of and encourage healthy lifestyles.</td>
</tr>
<tr>
<td>Respect the College environment and facilities that we share. For example, put your litter in the bins provided, do not use foul or offensive language.</td>
<td>Promote and uphold the values of democracy, the rule of law, individual liberty and mutual respect and tolerance for all faiths and beliefs.</td>
</tr>
<tr>
<td>Wear your ID badge at all times.</td>
<td></td>
</tr>
<tr>
<td>To be aware of the Student Anti-bullying Policy and to report any concerns.</td>
<td></td>
</tr>
</tbody>
</table>

**ATTENDANCE AND PUNCTUALITY**

Good Attendance and Punctuality are not just rules. These are vital elements to ensure that you make the most of every opportunity to succeed, to progress and to achieve your goals.

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<th>AS A STUDENT YOU ARE EXPECTED TO:</th>
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<tr>
<td>Attend all timetabled sessions, including English and Maths lessons, tutorials and progress reviews.</td>
<td>Offer and provide additional support required to meet the needs of individual students.</td>
</tr>
<tr>
<td>Be punctual for all lessons and appointments and to contact the College if you are unable to attend, due to illness, or you are likely to be late.</td>
<td>Provide a safe environment where these issues can be discussed and support put in place to mitigate disruptions to your studies.</td>
</tr>
<tr>
<td>Keep the College informed of any issues that might affect your studies.</td>
<td>Develop an action plan for your progress towards employment or the next level of education.</td>
</tr>
<tr>
<td>Make routine appointments, such as seeing your doctor or dentist, out of College time.</td>
<td>Encourage good time management, whilst challenging poor attendance and punctuality.</td>
</tr>
<tr>
<td></td>
<td>Challenge behaviour that does not meet expected standards and set clear targets for improvement.</td>
</tr>
</tbody>
</table>
Your future depends on your ability to form habits for success. When you take the next step of your career into further learning or work, our aim is to help you to be ready.

**AS A STUDENT YOU ARE EXPECTED TO:**

- Undertake your studies to the best of your ability.
- Practice UNITED Values in all of your interactions with other students, with staff and with the public, respecting the diversity of your communities.
- Attend all of your classes study independently and through PREP, work hard in your coursework and in tests or exams so that you gain a deeper understanding of your subjects and exceed your initial targets.
- Pay attention in class and contribute positively, avoid inappropriate language and disruptive behaviour which will affect your learning potential in class.
- Complete and submit your work on time so that you don’t fall behind or lose marks and can manage your workload to avoid unnecessary pressure.
- Practice the softer skills that employers value such as being punctual, reliable, demonstrating teamwork, resilience, leadership, productivity and critical thinking.
- Understand that College rules are for managing the safety and wellbeing of everyone on campus so wear your ID badge, be on time, be respectful, be helpful and be kind to others.
- Help to improve the experience of students by contributing your ideas and views through Student Surveys, Focus Groups and feedback mechanisms.
- Make the most of opportunities to get involved in activities that continually develop your cultural and social capital and put you in the best position for your next step: work experience, community activities, Student Union, presentations, guest lectures, collective student events.
- Tell us when we get things wrong so that we can improve what we do and find solutions to problems.

**YOU CAN EXPECT THE COLLEGE TO:**

- Provide you with excellent learning experiences that develop your skills and knowledge.
- Ensure that all teachers have specialised industry knowledge and undergo continuous professional development to improve the learning experience.
- Help you to set meaningful and aspirational targets, charting your progress and reviewing this regularly with you.
- Identify any learning support needs and offering targeted support and guidance to help you succeed.
- Challenge you to achieve the best that you can from your College experience.
- Provide you with encouragement and the tools you need for when you leave the College into employment or further study.
- Ensure that you achieve your qualification through timely assessment of work and valuable developmental feedback.
- Provide you with the skills of independent learning including.
- Create opportunities to build the skills, attitude and attributes that employers value.
- Provide opportunities for you to feed back to us on your experience through Student Surveys, Focus Groups and feedback mechanisms.
- Provide easy access to the formal complaints process and take prompt action when things go wrong.
- Provide a forum for you to contribute to the development of courses and campus life through Student Union meetings, Student Conferences and by including you in meetings about the College.

I have read this College Charter. I understand the expectations of me.

Signed ___________________________________________ Student / Staff (please circle)

Date   ______/_____/______
To become the Further and Higher Education provider of choice for the Craven area, attracting and retaining students by providing high quality learning and teaching. To support students to achieve valuable qualifications, skills and experiences which enable them to fulfil their goals and become economically independent adults equipped to contribute effectively to community and society.