

COLLEGE CHARTER

Herefordshire and Ludlow College



FOREWORD:

At Herefordshire and Ludlow College, we take pride in providing a broad range of high quality academic and vocational courses and training programmes for school pupils, school leavers and adults of any age.

This Charter explains how you can join the College to become part of a large community of over 7,000 full and part-time learners and what we will do to help you succeed. We also work extensively with over 600 employers. The Charter outlines what businesses, parents, learners and the Community can expect of us. As a large employer and significant provider of training and education services, we are committed to serve the community effectively.

Our Mission as a College is 'Success for our Students' - and we will do everything we can to help you succeed and enjoy your experience with us. We regularly ask our learners for feedback and the vast majority are very satisfied. If, however, you are not entirely satisfied with the College, we would like you to tell us so that we can continue to ensure your success and enjoyment.

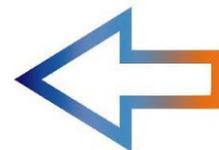
I wish you every success at HLC.

Ian Peake
Principal & Chief Executive

The College Vision: To give our learners the best possible education, training and personal support so that they may:

- Gain employment in their chosen vocation
- Further develop their career
- Progress to higher education
- Realise their full potential
- Make a positive contribution to the community

As part of our commitment to learners, parents / guardians and employers, we will strive to achieve the following standards:

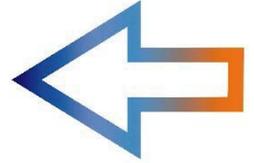


COMMITMENT TO OUR LEARNERS:

1) What you can expect from us:

We will:

- ✓ Respond promptly to enquiries and requests for course information - please contact the College Enquiries Officer on 0800 032 1986
- ✓ Efficiently process your application and determine the right course for you
- ✓ Ensure you feel safe at college
- ✓ Provide a safe and healthy environment
- ✓ Provide a comprehensive induction for all full time learners
- ✓ Provide opportunities for initial and diagnostic assessment to ensure the course is suitable for you
- ✓ Provide additional learning support to ensure you achieve your qualification
- ✓ Ensure the staff are competent and well qualified in their area of expertise
- ✓ Ensure you receive a high standard of teaching
- ✓ Provide up-to-date resources and facilities
- ✓ Through the tutorial programme, set individual learning targets and regularly support your progress and achievement
- ✓ Ensure you know what support and activities are available for you at college
- ✓ Offer a varied sports and enrichment programme that covers the 5 Every Child Matters outcomes, Equality & Diversity/safeguarding and can be accessed by all learners
- ✓ Provide a student support service and counselling
- ✓ Provide financial advice regarding the Learner Support Fund and bursaries
- ✓ Offer advice regarding transport and childcare
- ✓ Offer healthy eating options within the catering facilities
- ✓ Provide opportunities for you to review your course and the College experience
- ✓ Give you the opportunity to become part of the Learner Voice so you can have a say in decision making at the college
- ✓ Supply information concerning your son / daughter's progress, if you are the parent / guardian / carer of a learner aged under 18 years of age
- ✓ Promote equal opportunities for all students in all aspects of College life
- ✓ Not subject any student to any discrimination on the grounds of age, disability, race, sex, pregnancy, maternity, gender identity, marriage or civil partnership status, religion or belief and sexual orientation.



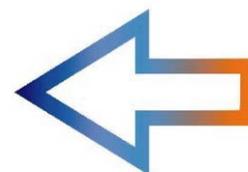
YOUR RESPONSIBILITIES AS A LEARNER:

2) As a learner and a member of the College community, you have obligations towards other learners and members of staff:

We expect you to:

- ✓ Provide up to date personal details
- ✓ Take responsibility for your own learning and actively participate in learner reviews
- ✓ Attend regularly and punctually
- ✓ Complete all required work to the timescale issued by the tutors
- ✓ Seek appropriate support if you need it
- ✓ Respect the College property
- ✓ Take part in support we provide to help your learning
- ✓ Adhere to health and safety practice
- ✓ Treat all staff and learners with respect
- ✓ Get involved in helping us to continuously improve college life for you and your peers
- ✓ Adopt appropriate behaviour
- ✓ Not subject any learner to any discrimination on the grounds of age, disability, race, sex, pregnancy, maternity, gender identity, marriage or civil partnership status, religion or belief and sexual orientation.
- ✓ Promote the College

COMMITMENT TO EMPLOYERS:



The College is keen to encourage the participation and interests of employers. We aim to provide high quality education or training:

- ✓ For employers - in providing solutions to meet your needs
- ✓ For employees - in college and work-based training and education
- ✓ To increase the employability of all our learners

Employers who pay for their employees to attend the College have the right to request information concerning:

- ✓ The employee's progress, behaviour and commitment
- ✓ The pattern of attendance

Employers who have apprentices with the College will receive:

- ✓ An employer contract, which outlines roles and responsibilities
- ✓ Information on the training programme and the qualifications to be achieved
- ✓ A review every 12 weeks with a designated Co-ordinator to discuss progress of the Apprentice(s)

Employers who provide work experience placements for learners on major learning programmes will be given:

- ✓ Clear information about the aims and objectives of the placement
- ✓ The opportunity to comment on the learner's progress and contribute to the assessment procedure
- ✓ A named contact at the College who will support you and the learner during the placement

COMMITMENT TO THE LOCAL COMMUNITY:

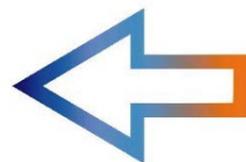
We wish to be responsive to the needs of the local community.

As a member of that community, you are encouraged to comment upon the service we provide, and to be proactive in suggesting further ways that we can meet community needs by contacting the Deputy Principal.

FEEDBACK FROM OUR LEARNERS:

We actively encourage all learners to comment on their learner experience through:

- ✓ Learner Representatives
- ✓ The Learner Governor
- ✓ Surveys and Learner Focus Groups
- ✓ Complaints and Suggestions Boxes in main Reception



WHAT TO DO IF THINGS GO WRONG:

Occasionally things do go wrong and it is important that you tell us about it at once so that we can try to put it right. The College Complaints Procedure has been established to ensure that any complaints are listened to and acted upon fairly.

The Complaints Procedure can be obtained through Personal Tutors or Learner Services.

BOARD OF GOVERNORS:

Chair - Mrs Val Ainsworth

Principal & Chief Executive - Mr Ian Peake

Herefordshire and Ludlow College has 16 voluntary Members on its Board who bring a variety of skills to the Governing Body ranging from business, management and local community. There is also a Staff Governor elected and nominated by the staff and two Student Governors elected and nominated by students.

THE COLLEGE MANAGEMENT TEAM:

Principal & Chief Executive - Mr Ian Peake

Deputy Principal - Mrs Joanne Ricketts

Director of Finance and Administration - Mr Edward Gwillim

Director of Personnel - Mrs Debra Baldwin

Assistant Principal, Faculty of Community Studies - Mrs Alyson Moon

Assistant Principal, Faculty of Technology Studies - Mr Jonathan Gill

Head of Ludlow College & Director of County Training - Mr Carl Morris

**Herefordshire and Ludlow College,
Hereford Campus, Folly Lane, Hereford, HR1 1LS
Holme Lacy Campus, Holme Lacy, Hereford, HR2 6LL
Ludlow Campus, Castle Square, Ludlow SY8 1GD
Tel: 0800 032 1986
Fax: 01432 353449
Email: enquiries@hlcollege.ac.uk
Web: www.hlcollege.ac.uk**