

About what to do if things go wrong

If you are not satisfied that Stockport College has met its commitments to you and if you have been unable to resolve the issue by yourself, then you should contact the Quality Unit

As a parent/carer

Stockport College seeks to work in partnership with parents/carers of students in the 16-18 age range.

The law (Data Protection Act 1998) indicates that parents of students aged under 18 are entitled to some information about their child and his/her studies but are not entitled to know everything.

When students enrol on a course here, they are asked to sign a contract which gives us their permission to contact parents/carers for the following reasons:

- Poor attendance
- Academic progress
- Parents' evenings
- Disciplinary issues
- College trips

Parents/carers should be aware that the College's contract is always with the student and therefore the student is entitled to withdraw their permission for us to contact you at any time. Where permission has been granted parents/carers can expect the opportunity to visit the College to discuss their child's progress and to be kept informed if the College has any concerns about the well being, progress or performance of their child. The College will also respond to any concerns parents/carers might have.

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This document is available in alternative formats such as large print, Braille or other languages. Please contact us for further information.

Stockport College Charter

If you are going to succeed at Stockport College you need to be sure about what you can expect from the College as well as what we expect from you.

'Working together to develop your skills and learning'



**STOCKPORT
COLLEGE**

Stockport College is committed to the educational success and general welfare of all its students. In so doing we will seek to ensure that the following commitments to you, as a student of the College, are met.

About Teaching and Learning

Stockport College's purpose is to enable you to acquire new knowledge and skills, which will allow you to achieve your potential. You can expect:

- To be taught by well qualified staff
- To be regularly and fairly assessed and to be informed of how you are doing and how you might improve
- To have access to learning support
- A structured and supportive induction to all your courses
- To have access to appropriate learning resources and materials
- To have the opportunity to take part in enrichment activities outside the classroom
- Your performance, progress, attendance and punctuality to be monitored
- To be treated with respect and consideration.

About Guidance, Support and Counselling

We regard guidance, support and counselling as an integral part of your course. You can expect:

- Impartial guidance throughout your time at college
- Help with general as well as subject specific study skills
- To receive a student diary and guidance on how to manage your time
- To be allocated a tutor who will oversee your progress and will, with you, discuss and set study targets
- Guidance and support should you experience personal difficulties, including access to the College counselling and personal support services
- Careers and progression advice from your tutor and individual help and guidance from the Career Guidance specialists
- A reference which reflects your performance and commitment to the courses you are taking and your contribution to any aspect of college life

About Stockport College Expectations

Stockport College is committed to enabling you to succeed and it will be made clear to you what our expectations are and how we will support you to meet them.

About Equality and Diversity

Stockport College's Equality and Diversity and Harassment Policies are implemented for the benefit of all who study and work here. We expect all students and staff to treat each other with respect.

About Disability

If you feel you have specific needs arising from a disability or learning difficulty then you can expect Stockport College to provide you with the opportunity to discuss these and the College will make reasonable adjustments to ensure that you have equality of opportunity and appropriate learning support.

About the Student Union and Student Council

The College has a Student Union that is concerned primarily with aspects of social life and extra curricular experience of students. Membership is open to all students.

You can expect to be invited to volunteer to be a student representative if you wish to become more involved in student affairs and attend the Student Council.

About Financial Help and Support

You can expect advice to be available on where to seek help if you are experiencing financial difficulties. We will also provide support with applications for Educational Maintenance Allowances, Learner Support Funds, Higher Education and other funds.

About the College

You can expect information about policies and procedures which affect you as a student at Stockport College to be available from the Quality Unit or on the College website.

Information about courses and activities at Stockport College is available from the college, its website www.stockport.ac.uk, the College prospectus and its open events.