

Student Charter



Expanding opportunities
Enhancing futures



For students at Prior Pursglove and
Stockton Sixth Form College



Tees Valley
Collaborative Trust

www.tvc.ac.uk



At Prior Pursglove and Stockton Sixth Form College we are proud of the community we belong to and are committed to serving it as well as we can.

Our Mission

Our sixth form college is a centre of educational excellence, providing outstanding choice and high quality learning within a caring and inclusive environment. Innovative, outward looking and working in partnership, we will raise aspirations for young people and adults.

Our Values

- Inclusivity and equality
- High standards, high expectations
- Collaboration with schools, employers and communities
- Respect for self and others
- Safety, welfare and support for all
- Successful outcomes and personal development.

This Charter is our promise that we will do our best for you. In return we expect that you will also try your best.

If you have any learning needs and wish to discuss your study programme, please contact the Head of Centre at each site.

If you are considering studying at Prior Pursglove and Stockton Sixth Form College, you can expect:

- Clear, accurate and readily accessible information about courses of study, which is free from bias
- Opportunities to discuss your intended programme of study
- Guidance and consultation on a programme appropriate to your needs and abilities
- Your application to be given fair consideration in line with the College's Single Equality Scheme
- Appropriate arrangements to be made to help you to manage any known disability, learning difficulty or disorder that you inform us about in advance.

As a student at Prior Pursglove and Stockton Sixth Form College, you can expect:

- An introduction to the College and its services
- To be taught and supported by well qualified and committed staff
- To be engaged and challenged to fulfil your potential
- To feel safe in every aspect of college life
- To be part of a tolerant community where everyone is treated with respect and consideration regardless of differences in culture, ability, race, gender, age, sexual orientation or social class
- To be given clear boundaries about standards of behaviour, both in and out of college
- Courses to be well planned and to meet the needs of external qualifications
- Lessons to be stimulating and motivational
- To experience a variety of teaching styles that encourage you to engage with your learning
- To be valued as an individual and to have your best interests at the heart of all we do
- To have your individual abilities supported
- To be encouraged to be resilient by maintaining a high level of motivation, effort and attendance
- To be encouraged to be reflective by communicating about how you learn
- To be set challenging but achievable targets
- To receive praise for good performance and to be challenged for poor performance
- To have your progress monitored, work set regularly and marked promptly, and to receive relevant feedback
- To receive assistance to help you study effectively
- To be encouraged to be resourceful and to work with others

- To receive information about financial support
- To receive impartial careers advice and guidance to help you decide on an appropriate course of action on completion of your studies
- To have access to therapeutic services such as counselling and wellbeing sessions if needed
- A detailed and helpful reference, when requested, which reflects your progress in the courses you complete, your future potential and your contribution to other College activities, where appropriate
- To have your views represented by a democratically elected student body who raise concerns with college managers and who organise activities to enhance student life.

In return, we expect you:

- To treat yourself, staff, fellow students and members of the local community with consideration and respect
- To treat College property, and the personal property of others, with respect
- To inform us of any known disability, learning difficulty or long term health condition at enrolment or at any point during your studies
- To inform us of any changes to your personal details including name, address and emergency contact details
- To take responsibility, with appropriate support, for your own learning
- To attend all timetabled classes, compulsory study and pathway support sessions unless you have a good reason and have informed us in advance of your absence
- To work hard, in and out of the classroom, to complete all work to the best of your ability
- To give sufficient time to your personal studies to meet the demands of the course
- To strive to improve to be the best you can be
- To be resilient and keep going even when things get tough
- To be an ambassador for Prior Pursglove and Stockton Sixth Form College
- To adhere to the College rules listed on the Learning Agreement

We encourage you:

- To share with us any difficulties which are affecting your progress
- To adhere to the College's policies which reflect our concern for your health and welfare and our determination to maintain a safe and comfortable environment
- To provide feedback and evaluations of our services and work with the elected student body and staff to make improvements
- To look after, and return or pay for, all books and equipment loaned to you

- To pay examination fees by the set deadline unless you satisfy the College requirements for exemption from these fees (see part-time course guide or note below)
- To pay tuition fees and registration fees, where appropriate, prior to the start of your course (see note below and if aged 19+ please refer to the part-time course guide).

As a member of the local community you can expect:

- Information on request about aspects of college life, including achievement results
- That the College plays a responsive and responsible part in the life of the community
- That all applicants will be treated equally
- That requests for attendance at college or community events will be considered fairly and responded to positively when possible
- To be supplied with the names of relevant staff who deal with specific enquiries, and to expect these staff to handle such enquiries as quickly and efficiently as possible
- As an employer, to be provided with, on request, a clear, accurate and helpful reference on a student whom you wish to employ
- A considered response to requests for the provision of courses or use of the College facilities
- As a parent/guardian of a 16 – 18-year-old, to be kept informed of any major decisions affecting your daughter/son and to be offered opportunities to visit College to discuss their progress.



Note

If you are a full-time student at Prior Pursglove and Stockton Sixth Form College and aged 16-18 at the start of your courses and meet residency status, you are entitled to free tuition and the College will pay for the first attempt in an examination for any course that you are following, provided that:

- You attend all lessons except for authorised absences
- You meet coursework deadlines for that course
- You attend the examination, unless you are certified as unfit for that examination by a doctor.

If we feel that you are not keeping your side of the agreement you can expect the following series of actions:

- Your subject teacher and/or pathway leader to discuss the issue with you and to help you take positive steps to improve
- If the problem continues – your Faculty Manager will discuss the issue with you which may involve agreeing action points, working to a contract, contacting your parents/guardians if you are under 19 and sanctions being imposed
- If the problem remains unsolved – a formal warning to be issued and if you are under 19 years of age, your parents/guardians to be informed.

The conditions under which you may remain on your course will be clearly defined and if you do not meet these conditions your programme of study will be terminated.

If you feel that we have failed to keep our promise to you, the following stages describe what you should do. The college follows the Tees Valley Collaborative Trusts' complaints policy which is outlined as follows. Please note that you would need to follow the stages as described below as it would be referred back to the appropriate person if you don't:

Stage 1

1. Contact the member of staff concerned or with the member of staff with whom you feel most comfortable. Discuss the problem with them and, if necessary, document the main points of concern on the College's Comments/Suggestions Form. You may feel you would like a member of the Students' Union to support your contact with staff.

If you are still dissatisfied . . .

2. Voice your concern with your Faculty Manager or relevant Vice/Assistant Principal, or discuss your Comments/Suggestions Form with the appropriate Manager. You can expect to have the first follow up to your concern within 5 working days.

PPC Faculty Managers:

Adventure – Fiona Webb (FM) f.webb@tvc.ac.uk
Discovery – Paul Grainger (FM) p.grainger@tvc.ac.uk
Endeavour – Anne Donovan (FM/ Head of Lifelong Learning) a.donovan@tvc.ac.uk
Fortitude – Jo Devlin (FM) j.devlin@tvc.ac.uk
Resolution – Lesley Currie (FM) l.currie@tvc.ac.uk

SSFC Faculty Managers:

Diligence – Delma Houghton (FM) d.houghton@tvc.ac.uk
Experiment – Michelle Sugden (AP) m.sugden@tvc.ac.uk
Endeavour – Anne Donovan (FM/ Head of Lifelong Learning) a.donovan@tvc.ac.uk

If you are still dissatisfied . . .

3. Speak or write to the relevant Vice/Assistant Principals:

Michael Mackin m.mackin@tvc.ac.uk, Prior Pursglove
Olivia Wytcherley o.wytcherley@tvc.ac.uk, Prior Pursglove
Michelle Sugden m.sugden@tvc.ac.uk, Stockton

The relevant Vice/Assistant Principal will investigate the matter and discuss the issue with you within 5 working days.

If you are still dissatisfied . . .

4. Please speak or write to the Principal, Asma Shaffi. Please contact the PA to the Principal, Caroline Leng, c.leng@tvc.ac.uk to arrange a telephone appointment or to report your complaint in writing.

If you are still dissatisfied. . .

5. Write to the Local Governing Board, c/o the College, who will normally reply within 10 working days indicating what action is taking place. Please email Caroline Leng c.leng@tvc.ac.uk with subject FAO Local Governing Board.

Stage 2

If you are still dissatisfied . . .

1. Write to the CEO of Tees Valley Collaborative Trust via the CEO's PA, Nicola Pemberton at n.pemberton@tvc.ac.uk. The CEO will investigate the matter and discuss the issue with you within 10 working days in accordance with the Trust's Complaint Procedure. A copy of the Trust complaints procedure and complaints form can be found here at <https://tvc.ac.uk/policies/> click on complaints procedure

If you feel that your complaint has been dealt with unfairly by the College or Trust...

Stage 3

1. Write to the Department of Education whose address may be obtained from the College.