



Queen Mary's College

Charter for Students 2017-18

Our Charter is for:

- All daytime students currently at the College or thinking of enrolling on day-time courses.

We also wish to inform:

- Parents
- Our educational partners in local schools and colleges
- Members of the local community

Our Charter aims to:

- Help the College improve its service to you
- Provide you with sources of important information
- Outline the service and standards you can expect from the College
- Outline the responsibilities we expect from our students

Our responsibilities as a College are to provide:

- Excellent teaching and learning for all students
- Support to help you realise your full academic and personal potential
- Appropriate guidance, counselling and services to enable you to progress on to Higher Education or employment
- A physical environment that is safe, secure, conducive to learning and readily accessible to all members of the College and the wider community

Equality, Diversity and Inclusion

The College celebrates and values the diversity brought to it by individuals. We believe that the College benefits from having staff, students, prospective students and visitors from a variety of different backgrounds, including different races, ethnicities, religions, nationalities, cultures, socio-economic statuses, sexual orientation and with a range of abilities and disabilities.

We believe that you are all different and have different needs. We will seek to support you so that you can realise your full potential. We will make reasonable adjustments to cater for the needs of students with disabilities and other College users with disabilities, to ensure that they

are not disadvantaged. We will treat you with respect and aim to provide a positive working and learning environment free from discrimination, harassment or victimisation.

We monitor, review and assess data relevant to equality and diversity on a regular basis to ensure that we are doing all that we can to make the College a safe, supportive and inclusive place. We have a wide range of College policies, activities and practices designed to ensure and promote equality, diversity and inclusion. For further information about our commitment and duties please see the relevant policies.

Contact Sally-Anne Spooner or Lisa Hotten 01256 417500

Quality Assurance

The College has a comprehensive quality assurance and improvement system which places its focus on your experience as a student. Standards of service are reviewed each year using a variety of methods, including evaluations from students, staff and other users. Each year the College conducts surveys that ask for your opinions and perceptions about the College and its courses.

We strive to ensure that:

- The experience of all students is good
- The outcomes for students are of a high standard
- There is improvement over time towards excellence

The College produces an annual Self Assessment Report (SAR) outlining key strengths, areas for development and actions to be taken.

Our most recent OFSTED was a short inspection carried out in 2016. The Inspectors confirmed their findings from the previous visit in 2010 and made the following observations: ****UPDATE****

- The culture of continuous improvement is at the heart of the excellent student success rates which have been maintained since the previous visit
- The student experience is of a notable high quality
- Students' programmes of study are closely aligned to their needs and aspirations
- Careers advice and guidance ensures that students maximise their future options
- Students develop a broad range of skills to support their successful transition into higher education or work.
- Students enjoy their lessons, participate well in discussions, and teachers manage question-and-answer questions skilfully'
- Many students achieve way beyond their own initial expectations
- The college provides a pleasant and harmonious environment for study, in which students and staff treat one another with respect'

The full report can be downloaded from www.ofsted.gov.uk.

Standards of Service

The College will make reasonable endeavours to meet and deliver all the following standards of service, but we cannot accept responsibility if something happens which is beyond our control.

Guidance and Support

Before and when you enrol:

- You will be provided with a College prospectus during your final year at school, or by request, from the College. The prospectus is also available to download from the College website. The prospectus will be available by the beginning of October each year.
- A response to any request for general information about the College will be made within 24 hours during the working week.
- You will have an opportunity to visit the College during Welcome Days and/or Open Evenings.
- Information sheets will be available for you on Open Evenings, on Welcome Days, and on the website, giving you details about the courses and the types of teaching and learning styles used.
- Following your application to the College, you will have an individual consultation with one of our Admission Tutors who offer impartial advice and guidance about the options open to you.

Contact Erivan White
01256 418309

- You will have access to specialist advice from departments/course teams.
- The Student Guide and College Charter will be available on the College website.
- You will be made aware of the complaints procedure in the College Charter.
- If appropriate your individual learning support needs will be identified on entry to the College.
- You will be made aware of relevant health, safety and security systems on entry to the College, including evacuation procedures.

While you are at College:

- You will have a programme of study designed to suit your individual needs, abilities and aspirations.
- You will be supported by a Personal Tutor who will meet with you regularly to provide guidance and advice.
- The College is affiliated to the National Union of Students (NUS) and you are entitled to join the NUS when you enrol at the College.
- Two elected student members will represent you on the governing body.
- You will have access to a range of support services according to your needs. This support may include subject clinics, study skills clinics, support for basic skills and preparation for Higher Education/employment and tuition for Oxbridge entrance.
- You will also have access to specialist support and equipment.
- The College has policies covering a wide range of issues; these are available to you via your Personal Tutor, on Viewpoint, on the website and are noted in the Student Guide.

Contact Beth Linklater
01256 417500

This support will be particularly helpful if you have any medical issues, learning difficulties and/or disabilities. In such a case:

- Your needs will be identified and a support package will be devised for you.
- You will be helped by specialist staff who provide skills support for a wide range of difficulties including specific learning difficulties, dyslexia, sensory impairment, language disorder, emotional and behavioural difficulties, physical disabilities, medical needs, mental health conditions and moderate or severe learning difficulties.
- You can gain ready access to much of the College site, which has been adapted for wheelchair users and those with mobility problems.

When you are considering progression within and beyond the College

- You will have access to effective and impartial careers education and guidance.
- Your completed UCAS or other application forms will be sent off within 20 working days.
- College will provide you with a reference, including after the release of examination results, or if you are leaving College before completing your programme of study.

Financial charges and help

If you are aged 16-18 at the start of the course, and are ordinarily resident in the European Economic Area, you are entitled to free tuition and exemption from examination fees under normal circumstances. If you are aged 19+ at the start of the course, and are ordinarily resident in the European Economic Area, you may be entitled to certain fee concessions. This will be discussed with you at interview. If you are joining the College as an International Student you will be charged fees equivalent to the full cost of your course plus the cost of examination entries.

There are costs associated with most subjects that you will be asked to meet. Details of these subjects and related costs are available in the Course Resource Costs booklet which is supplied in June and available on request. If you wish to take part in an activity, but find the costs out of your reach, we will do our best to help.

For any eligible student who is in need of financial support for any aspect of their studies, including free college meals, there are a variety of funds available. Applications to the College's Student Support Fund will be dealt with promptly. Applications to Queen Mary's College Foundation will be considered termly.

If you are an adult student and you do not meet any of the criteria for fee remission as outlined above you will pay your own tuition and examination fees. If you have severe financial difficulties you can apply for help from the College's Student Support Fund or from the Queen Mary's College Foundation.

If you have children, the College will help you in exploring ways of obtaining support with your childcare costs.

Contact Denise Valler
01256 417500

Your learning experience at the College

- During the first week at QMC you will receive information about your subjects and workloads, including clear guidelines for the expected weekly personal study time, homework and coursework requirements, and deadlines.
- At the start and, where appropriate, during a course you will receive guidance on specific study skills relating to each subject.
- You can expect to be set at least one piece of homework within the first two weeks for all courses.
- You will experience a variety of teaching and learning approaches in each course.
- You can expect a regular pattern of assessed assignments.
- Your regular assignments, if handed in on time, should be assessed and returned to you within ten working days. You will be entitled to an explanation if this period is extended.
- Courses will be delivered in ways that help to develop your skills for progression.
- You will have regular individual consultations during your time at the College to help you to review your progress and develop your own action plans.
- You will be expected to attend all lessons and to be punctual.

- You can expect that your lessons will start promptly. An explanation will be given if there is undue delay.
- You can expect your lessons to be planned effectively to meet your individual learning needs.
- You will have the opportunity to explore cultural, moral and social issues including the promotion and celebration of diversity.
- Your teachers will ensure that any practical work will be carried out competently and safely.
- You (and, where appropriate, your parents/guardians) will have the opportunity to receive regular verbal and written reports about your progress.
- Your parents/guardians, if appropriate, will be contacted if absence or work progress is causing concern.
- Opportunities are available to you to take up work-shadowing, volunteering or work-experience placements.

Resources

- You will have access to a wide range of student services, facilities and activities to support you in your studies and to enrich your experience at QMC.
- Classrooms, laboratories and teaching areas will be safely equipped.
- You will have access to a safe environment, which is conducive to, and appropriate for learning.
- You will have access to appropriate learning resources and materials to assist your learning.

Summary of achievements and improvements

Examination Results

A Level	2011/12	2012/13	2013/14	2014/2015
A-E QMC%	98.8	99	98.6	98
A-E NatAve%	97.6	97.6	97.5	97.8

AS Level	2011/12	2012/13	2013/14	2014/2015
A-E QMC%	88.4	85.9	86.6	84.9
A-E NatAve%	86	86	86	86.4

BTEC Level 3 Diploma	2011/12	2012/13	2013/14	2014/2015
Achievement QMC%	95.7	95.5	96.2	97.9
Achievement NatAve%	94.6	94.4	94.7	95.5

GCSE	2011/12	2012/13	2013/14	2014/2015
A-C QMC%	45	53.1	57.6	73.1
A-C NatAve%	55	55	56	47

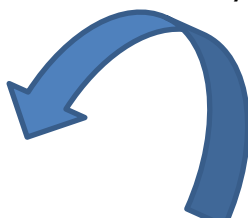
BTEC Level 2 Diploma	2011/12	2012/13	2013/14	2014/2015
Achievement QMC%	100	91.9	96.4	98.2
Achievement NatAve%	94.5	94.5	95.2	93.5

Foundation Learning	2011/12	2012/13	2013/14	2014/2015
Achievement QMC%	100	100	100	100
Achievement NatAve%	95.4	96.8	97.8	97.8

Feedback from Students

All tutor groups elect representatives who attend the Student Parliament (Student Voice) on a monthly basis. This forum provides students with the opportunity for their views to be shared and considered. Twice a year all students at the College complete questionnaires relating to the quality of their experiences at QMC, and these are used to make changes or improvements where necessary.

Support for Progression	3.5
IT Facilities	3.9
Library	3.6
Tutor Support	4
Recommend QMC to Others	3.5
Equality and Diversity	3.4



The graph shows the results from last year, with 5 being the highest possible score.

If something does not seem right...

Remember that your voice counts and we want to hear from you if you have any complaints or concerns, or if you want to suggest ways in which we may improve the service we provide. You should also know that the College is fully committed to eliminating bullying and harassment and will act decisively to do so. If you are experiencing problems, we will endeavour to sort them out fairly and efficiently. If you wish, your complaint or concern will be handled confidentially wherever possible.

If you are a student in the College:

If you have concerns about any aspect of your courses or about other services that the College has offered to you, we will take them seriously. In the first place you should try to sort out any problems by talking to your subject teacher(s) or your Personal Tutor. If matters remain

unresolved, the next step is to make an appointment with your Assistant Principal. If, after this, you still feel dissatisfied, you have the right to take things further by writing a formal letter of complaint to the Principal, who will ensure that the matter is reviewed. Alternatively, you may complete a complaints form (obtained from the Help Desk) and place it in the Suggestions and Complaints Box located by the Help Desk.

If your complaint concerns the conduct of a member of staff or of other students, please ask to speak to your Assistant Principal, the Deputy Principal or write formally to the Principal.

Once your complaint has been received, you are entitled to an initial response within ten working days. You will be told how long it should take to look into your complaint and who will be dealing with it. Once your complaint has been addressed, you will receive a full written response or be invited to discuss the matter.

If you are a member of the local community:

If you are unhappy about any service provided by the College, please phone or write in the first instance to the Principal (address on back cover). Your communication will be acknowledged within ten working days. You will be told who is to investigate the complaint and how long this investigation is likely to take. By the date specified, you will receive either a full written response or an invitation to discuss the matter.

Anyone who, after following these procedures, still feels that there are grounds for concern should contact the Chair of Governors.

Principal: Ms. Ali Foss

Deputy Principal: Mr. Mark Henderson

Members of the Corporation

Mrs. Rosemary Hood	Chair of the Board
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Mr. Simon Barnard	Staff Governor
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Dr. Audrey Boucher	
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Mrs. Karen Brimacombe	
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Mrs. Joanna Carver	
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Mrs. Suzanne Cooper	
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Mr. Will Dover	Student Governor
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Mrs. Toni Badwin	Clerk
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Mr. Ian Ellison	
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Ms. Ali Foss	Principal
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Mr. Simon Green	Staff Governor
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Mr. Luke Hainsworth	Student Governor
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Mr. Andy Harding

Mr. Islam Jalaita

Mrs. Julie McLatch

Mr. Chris Monger Co-opted member of AUDIT Committee only

Mr. Patrick Murphy Parent Governor

Mr. Mike O'Dwyer

Dr. Terri Sandison

Mr. Chris Thomas

Mr. Jon Soar

Mr. Andy Wilson
