



Charter for Students 2024/25



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 and guardians
- 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 commercial visitors from a variety of different backgrounds, including but not limited to different races, ethnicities, religions, cultures, faiths, nationalities, socio-economic statuses, sexual orientation, gender identity and disabilities.

We believe that you are all unique and have individual 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 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.

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 full OFSTED 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 detail of our online College prospectus during your final year at school, or by request, from the College. The prospectus is also available via 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 provided 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 the website, giving you details about the courses and the types of teaching and learning styles used.
- Following your application to the College, your application will be reviewed by one of our Admission Tutors who can signpost you to impartial advice and guidance about the options open to you if needed. Contact Admissions on 01256 417500.
- You will have access to specialist advice from departments/course teams at enrolment and/or Open Evenings.
- The complaints procedure is available on the College website.
- 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 has a Student Union who represent the views of students.
- Two elected student union 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/apprenticeships and tuition for Oxbridge or medical/veterinary school 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 the Student Portal, or website. Contact Kate Need on 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 30 working days provided you meet the internal College deadline as advertised on the Student Portal.
- 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 legally residing in the UK, you are entitled to free tuition and exemption from examination fees under normal circumstances.

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 with enrolment information. 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, supported with all relevant evidence, will be dealt with within 20 working days. Applications to Queen Mary's College Foundation will be considered termly.

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

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 regular homework.
- 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.

Feedback from Students

All tutor groups elect representatives who attend Student Voice discussions. This forum provides students with the opportunity for their views to be shared and considered. 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.

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. See the website for QMC's Complaints Procedure <https://www.qmc.ac.uk/wp-content/uploads/2022/06/NHEA-QMC-Complaints-Policy-June-2022.pdf>

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 – see below. 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 the Local Governing Body, via the Academy Secretary Toni Baldwin on 01256 417514 (Toni.Baldwin@qmc.ac.uk)

Principal: Mark Henderson

Deputy Principal: Kate Need

Queen Mary's College

Cliddesden Road

Basingstoke

RG21 3HF

info@qmc.ac.uk