

Student Charter

Student Charter: a promise of quality

Halesowen College aims to provide education and training of the highest standard. The College sees itself as a community and expects all its members to adopt six values – commitment, learning, partnership, respect, standards and trust.

Before your course we will:-

- Respond to your application within 5 working days.
- Give clear advice and guidance in order to match your qualifications and interests with an appropriate programme of study.
- Provide details of financial support schemes and information on costs
- Provide an efficient enrolment process confirming your start date.

During your programme of study we will:-

- Provide full time students with a 3 week induction programme which will help you to settle into college life quickly and undertake an initial assessment to identify any support needs to maximise your potential.
- Provide a detailed induction for all adult and part time students that is specific to the requirements of the chosen course.
- Provide a programme which is planned and organised to meet your learning needs.
- Provide information on the specifications of each course and the methods of assessment.
- Deliver a programme that ensures learning is effective and that maximises your potential.
- Provide all full time students with a tutorial lesson at least once a week with their Personal Coach.
- Support you academically and personally to help you complete your programme of studies.

- Provide access to resources that enable you to complete your studies.
- Return your work with informed feedback within 10 working days when submitted on time
- Provide all full time students with information about their performance and guidance on further improvement by reviewing their performance at least 4 times per academic year
- Provide all adult and part time students with on-going review and guidance as part of the course they are studying.
- Give you regular opportunities to express your views about your programme of study and the College, and to be represented as a member of the student body
- Respond to formal written complaints within 3 working days.
- Create and maintain an environment which is clean, pleasant and safe for learning.

After your programme of study we will:-

- Provide access to careers advice and resources, including guidance on application for further education, higher education and employment.
- Supply references in relation to employment, training or education
- Provide a UCAS reference for you within 15 working days once you have fully completed your UCAS application.