



The information in this Charter is correct at the time of going to press, however, Cornwall College reserves the right to amend or delete this information without prior notice.

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Introduction



Thank you for taking the time to read the College Charter. It explains how we at Cornwall College intend to operate to meet our College mission "To provide learners with a high quality experience celebrated through academic and vocational achievement, personal development and employability."

The Charter demonstrates our commitment to put the individual student at the centre of all that we do, to ensure that the education and training we provide is accessible, enjoyable and successful.

If you can think of any ways in which we can improve, please let me know by email at good.ideas@cornwall.ac.uk or by speaking to me directly.

Equally, it's always good to hear about the positive experiences that students, parents and employers have had through the College - please keep these coming.

As the College grows, we recognise the importance of making sure that we work closely with our local communities to meet the needs of all our students, as individuals, whatever their mode of learning and however their course is delivered.

I hope that we can work together to help you meet your individual goals, during your time with us, at Cornwall College.

Thank you.

A handwritten signature in black ink that reads "D. Linnell". The signature is written in a cursive, slightly slanted style.

Dave Linnell OBE
Chief Executive Officer & Principal

PART 1 – STUDENTS

Section A – Choice and information: what to study at Cornwall College

Cornwall College consists of a number of sites throughout Cornwall as well as what we call ‘outreach’ activities in our local communities.

The college sites include:

Cornwall College Camborne
Cornwall College Newquay
Cornwall College Saltash
Cornwall College St Austell
Duchy College, Rosewarne
Duchy College, Stoke Climsland
Falmouth Marine School

Information on what you can study is freely available to all prospective students, whether 16-18 year olds or adults. This can be obtained from Customer Enquiries (0845 2232567) or from each of our local colleges - all of the contact names and addresses are listed on pages 17-21 or via our website www.cornwall.ac.uk

For each course that you are considering, wherever appropriate, you will be told:

- any grades or other entry requirements you may have to meet before being offered a place;
- the extent to which your previous learning or experience can be taken into account;
- whether the course allows you to build up credits (e.g. parts which you have completed and passed or had assessed) and whether these can be transferred if you change course or leave the College;
- the structure of the course itself and the qualification(s) it offers;
- the ways in which your learning will be assessed;
- how the course will be delivered;
- how frequently your progress will be monitored and recorded;
- the likely size of classes;
- any special requirements of the course, such as:
 - work experience placements
 - special clothing or equipment
 - additional attendance, e.g. in one of our Learning Resource Centres;
- details of Learning Resource Centres and other learning facilities.



Before making a final commitment to a particular course you will often have the opportunity to:

- attend an Open Day and/or Evening;
- receive an individual interview;
- attend an Introductory Day;
- undergo a period of induction into your chosen course.

Careful attention is given to the individual needs of students with disabilities and/or learning difficulties on any of our courses. If you have a disability and/or learning difficulty we will try to provide as much extra support as possible. If you are a student from overseas, the College will make you feel welcome.



Section B - Getting a place with Cornwall College

You are entitled to a place on a particular course at Cornwall College if:

- the individual college within Cornwall College you wish to attend offers that course;
- you meet any entry requirements;
- it has room for you on the course;
- you pay the necessary fee(s) if appropriate;
- there are sufficient other students to make the course viable.

Everyone can also take general education and leisure courses through the College including many that are organised in local schools or community centres. (School pupils may need permission from their Head Teacher). You will normally have to pay a tuition fee for these. The fee may be reduced in some cases.

The College reserves the right to close or discontinue a course without notice. This will usually happen within four weeks of the start of the course due to low numbers but may occur exceptionally at other times or for other reasons. Tuition and examination entry fees will be refunded if the course is closed.

Procedures

The College will make every effort to handle your application for a place:

- fairly and efficiently;
- in accordance with our admissions arrangements;
- in line with the targets we have agreed with our funders

Information, Advice and Guidance

When you apply we will do our best to provide accurate, impartial, supportive and timely information, advice and guidance covering the following:

- what the College expects of you, if you are to make the most of what we offer;
- the most suitable courses and qualifications for you, considering your existing knowledge, skills, experience and aspirations;
- information on any other facilities the College offers, such as catering and recreational opportunities, including sport.

Section C - Financial charges and help



Free tuition is available for certain students taking approved courses:

- students from the UK and European Union aged 16-18;
- those who are unemployed and in receipt of Job Seeker's Allowance;
- those in receipt of an income-related state benefit;
- those who are the unwaged dependants of the above;
- a student taking a programme where the main focus of study is basic education or English for speakers of other languages.

If you are not in any of these categories or are unsure whether you qualify please contact Student Services at the College site you wish to attend (contact details on pages 17-21) or talk with the course organiser at the venue you wish to attend.



Tuition Fees

- Fees for part-time courses are set out fully in the appropriate course booklets;
- Students on full-time higher education courses are liable for fees (see financial help);
- Students from outside the UK and European Union will pay the rate for overseas students.

Materials and Other Charges

- Some courses make a charge, e.g. for materials/ personal equipment or field trips (check with the course staff for exact requirements).

Examination Fees

- The College will sponsor your examination fees in certain circumstances. Full details are available from the College Examination Officers.

Financial Help

Education Maintenance Allowance (EMA), Adult Learning Grant (ALG) and Higher Education (HE) Finance

- Students entering college direct from school (year 11) may be eligible for an Education Maintenance Allowance (EMA). Some adults on FE courses may be eligible for an Adult Learning Grant (ALG).
- Funding for HE courses: Student Loans are the main source of funding for students following full-time HE courses. Depending upon household income, some students can access a non-repayable grant to help towards the cost of the HE fees. Some students may also be eligible for a College bursary. Details are available from Student Services

Learner Support Fund / Access to Learning Fund

We have two funds that we are able to use to help support students meet the costs of studying. The Learner Support Fund is open to all Further Education students. The Higher Education Access to Learning Fund is only open to students who are 19 years of age or over and studying on a Higher Education course. Applications are means tested. These funds are limited and there may be more applications for help than we can support. Details and application forms are available from Student Services.

Government Career Development Loans

Available for students aged 19 and over following a vocational course. Information is available from Student Services.

Help with Transport and Childcare Costs

The College will help with transport costs for some students. We may also be able to contribute towards crèche or childminding costs. Contact Student Services for details.

Benefits

The rules which determine whether you can continue to claim benefit whilst attending college are complex and cannot be covered fully here. For most students in further education the following apply:

- Job Seeker's Allowance
If you are following a programme that does not exceed 16 guided learning hours you should be able to continue to receive this benefit.
- Income Support
If you are in receipt of Income Support you should be able to continue to receive this benefit irrespective of the number of hours you study.

Section D - Teaching and learning

We try at all times to provide the highest possible quality of teaching and learning.

In particular:

- all teaching staff undertake to set a good example in their preparation and to assess assignments and coursework within time limits agreed with students;
- our technicians, administrative and support staff all play important roles in supporting the learning process;
- all programmes and courses offered by the College meet the assessment requirements laid down by the awarding bodies for the qualifications in question.
- Nearly all the qualifications our students are working towards are recognised either nationally or regionally;
- where college courses are divided into individual units these make up sound and logical courses when put together;
- we are working to ensure that, wherever possible, our programmes are designed to allow you to build up credits towards a qualification. Such credits can then be transferred if you change course or move to another College;
- wherever appropriate, we will help you to produce or update your National Record of Achievement or Personal Development Profile;
- where work placements are part of a course or required for a qualification, the College works with local employers and the community to ensure that these are well prepared, available at the right time and provide appropriate assessment opportunities and feedback both for you as students and your tutors;
- the College provides a range of opportunities for you to develop your study skills and particular support for helping with numeracy and literacy. Such opportunities are provided, for example, through
 - (i) the College Individual Learning Planning system (STARS);
 - (ii) our Learning Resource Centres or workshops;
 - (iii) support from personal tutors, subject teachers and learning support staff;
- many of our courses start with introductory sessions to our Learning Resource Centres. You are entitled to use these facilities to support your course of study and, if you choose, to undertake an additional qualification - for instance in Information Technology or Foreign Languages;
- the College provides regular progress reports to all full-time students and (where appropriate) parents/guardians and employers. As part of this process your achievements while you are with us will be systematically assessed and recorded. Our track record in both academic and vocational training is very good and means that both are excellent routes into employment and/or Higher Education.

Making your views known

At the College we have a firm commitment to improving the quality of every aspect of our services. From time to time during your studies with us you will be asked for your views on our services, e.g. through our system of Student questionnaires or by taking part in a telephone survey or focus group. There is also a complaints procedure (see 'Part 3 - Who to Contact' on page 14).

You can also make your views known directly via your personal tutor, Senior Tutor or subject teachers and through the Student Union (see Section F on page 10).

College Governors

Cornwall College is a college for further education incorporated under the Further and Higher Education Act 1992. The College is an exempt charity as defined in the Charities Act 2006.

It has a Corporation Board of twenty governors including the Principal. There are two student governors. The Board, with the senior college management, makes the strategic decisions about the College. Governors are unpaid and act in a voluntary capacity.

Responsibilities of governors

Governors have several important responsibilities:

- Deciding the character and strategic direction of the College
- Approving the quality strategy
- Making sure that the College is solvent, setting the budget and looking after the College's assets
- Approving the student union constitution and setting rules for the conduct of students and staff
- Appointing the Principal and the most senior staff and setting the terms and conditions for the employment of all other staff.

Profile of the governors can be found on the College website.

Section E - Guidance and Support



We are working hard to ensure that all appropriate support for you is readily available at the College.

Depending on your course this will include some or all of the following:

- guidance from members of staff at enrolment and induction to ensure that you are on the best course to match your ability and aspirations;
- an Individual Learning Plan to help you to plan your approach to your course and to understand where it will lead you;
- a summary of what is expected of you and the regulations with which you are expected to comply;
- access to guidance and counselling through Student Services which can include referral to external agencies where appropriate;
- a well-developed system of personal tutoring;
- full details of financial support, accommodation etc;
- an enrichment programme to supplement your studies and enable you to develop your interests; these may be sporting, recreational or lead to an additional qualification;
- a system to monitor the progress you are making;
- Careers/Progression Advice: comprehensive careers information is available through Student Services at all main College sites. Staff from Connexions visit the college sites regularly and any student can make an appointment to see them;
- your Tutor and Senior Tutor will advise on progression routes, both within the College and elsewhere.



Section F - Cornwall College Student Union (CCSU)

CCSU is a student led organisation designed to represent and further the interests of the student body. Led by an elected sabbatical president, supported by elected officers, CCSU works closely with the College to enhance the student experience within and beyond the classroom. All students of Cornwall College are eligible to be members of CCSU. Full details are available via the President of CCSU or the Student Union team.

Section G - Equality & Diversity

The College is committed to equality of opportunity for all students and we are acting to identify and remove any barriers that may prevent students from achieving their full potential.

- The College is highly committed to equality & diversity of opportunity for all students and staff all our staff undertake to promote equality of opportunity.
- We ensure that students receive reliable and impartial advice on the courses available to them.
- We work hard to ensure that entry criteria, courses and assessment are free from discrimination.
- All our staff will seek to be sensitive to the special needs of individuals, including those with physical or sensory disabilities who may require support to undertake courses.
- The College will identify groups that are under-represented in the student population or on particular courses and implement positive action to encourage participation.
- The College will take positive action to encourage those under-represented in Higher Education to progress to higher levels.
- The College will provide fair and accurate reports on your progress to you and, where appropriate, to your parents/guardians and employers.
- The College does not tolerate any form of harassment.
- The College does not tolerate bullying or offensive behaviour.

Section H - Safeguarding

The College places the highest importance on safeguarding and the safety and well being of learners is paramount in all college activities. In support of this, the College is committed to ensuring that it provides and maintains a safe working environment for learners and staff. Robust risk assessment and recruitment procedures, along with staff training and extensive guidance and support for learners and staff underpin this commitment.

The College has a comprehensive safeguarding policy which is reviewed annually by the Corporation Board along with a safeguarding report. The College works closely with Local Safeguarding Children Board and the Local Safeguarding Adults Board.

If you require further details please contact the Designated Senior Manager for Safeguarding – Pete Sampson (01726 226406).

PART 2 – EMPLOYERS AND THE LOCAL COMMUNITY

Section A - Employers

At Cornwall College, we welcome close collaboration with employers for whom we aim to provide a range of services. Ways in which the College maintains contact with employers and seeks to involve them are:

- our governing body reflects the wide interests of local industry and the community served by the College;
- we work closely with a number of key bodies including, for example, the Cornwall Chamber
- employers take part in a number of advisory groups and, by providing work experience opportunities for our students, play an important role in helping us to deliver effective vocational training;
- employers participate in designing and assessing aspects of our work - for instance through Small Business Exhibitions and Understanding Industry projects;
- our staff are encouraged to undertake professional, industrial and commercial updating, for example through secondments organised by the Cornwall Education Business Partnership. The College also works with the Universities of Plymouth and Exeter to provide professional updating for teachers;
- the Construction Industry Training Board provides work placement bursaries for students on full-time NVQ Craft courses (subject to a satisfactory interview) as well as Apprenticeships delivered in partnership with the College;
- we form partnerships with local employers to deliver vocational training ranging from national frameworks to bespoke tailored provision with timely outcomes.

If you are an employer recruiting students from Cornwall College, we undertake to provide the following:

- prompt and courteous responses to requests for information about our students; references within seven working days of receipt of a request
- clear information about the formal qualifications obtained by college students, their knowledge, skills and practical abilities (for example by means of college reports and by encouraging students to update and make available to you their National Records of Achievement).

If you are sending your employees on a course at Cornwall College, you can expect:

- clear and accurate information about course provision, modes of delivery, duration and fees;
- where appropriate, to be given regular reports on an employees progress;
- to be given opportunities to contribute to the review of courses and to record your views about the quality of what the College provides.

If you are providing work placements for college students, you are entitled to:

- contact with a specified member of the college staff responsible for managing the placement;
- full information about the intended learning outcomes of the placement, the preparation and briefing of students, safeguarding requirements, monitoring procedures and assessment and reporting;
- an opportunity to comment on our work placement procedures and to suggest ways in which they can be improved.

Training can be tailored to the needs of individual employees or delivered to groups of staff. Current opportunities include:

- Fast-track Management Training
- Training in Sales and Marketing
- Health & Safety and Food Hygiene
- Computer Aided Design (CAD) and Desktop Publishing (DTP)
- Waste Management and Environmental Management
- Accounting (AAT, CIMA, ACCA, ATT)
- A range of National Vocational Qualifications (NVQs) up to Level 5
- Apprenticeships

Training can be delivered on your own premises, at the College or elsewhere. The quality of the College's services is evaluated annually by inviting comments from a sample of employers. A Contact List identifying staff to contact with specific enquiries is published annually and made available to employers.



Section B - The local community

The College is committed to full involvement in its local community and to meeting the needs of local people and community organisations.

- Cornwall College is one of the main providers of educational opportunities for adults throughout Cornwall.
- Courses are delivered on college premises, in schools, community centres, village halls, clubs and other community venues. This provision is part of our commitment to enriching the quality of life in the community and to improving the career prospects of local people.
- Collaborative arrangements with Cornwall Local Authority support the work of rural-based free-standing adult education centres.
- Partnerships with e.g. Cornwall Outdoors provide qualification courses for the Leisure Industry
- Partnership arrangements with the Youth Service and 'Link into Learning' deliver joint community projects.
- Staff work with County representatives, local headteachers, the Youth Service, to identify local needs and provide appropriate courses.
- College students are encouraged to work in and for the local community by participating, for example, in:
 - work placements in local schools and community organisations;
 - volunteer opportunities
- Students following a general education course are encouraged to undertake a work placement appropriate to their eventual career aims.
- The local community can use the education and learning facilities provided through our Learning Resource Centres.
- The College is an active member of local initiatives that aim to support the economic development of the region, for example: Regional Challenge and the Cornwall & Isles of Scilly Learning Partnership.

Details of all the College's leisure and recreational courses are available in a range of informative booklets and in College prospectuses. Information is also available on request from Customer Enquiries (0845 2232567), or by contacting the appropriate site. Community groups and organisations can obtain information about the use of College premises and facilities by contacting the appropriate site.

PART 3 - WHO TO CONTACT

Section A - What to do if things go wrong

We hope that you will never need to use this section of our Charter but in keeping with our policy of continuous improvement, we want to hear from you if you are dissatisfied with any aspect of our service.

If you do have reason to complain, please speak or write to the member of staff concerned or, if you prefer, the College manager responsible for the area involved. This is a very important step for you to take to help us to help you. You need to do this before we can take further action. A list of contacts is provided on pages 17-21 but if you are uncertain exactly whom to contact please write to:

**Customer Enquiries, Cornwall College Camborne,
Trevenson Road, Redruth, Cornwall TR15 3RD
Tel: 0845 2232567**

who will arrange for your complaint to be investigated by the most appropriate person.

Alternatively, if you would like to receive advice about how to proceed, contact the Corporate Head of Student Services, Peter Sampson (01726 226406). You can also ask the CCSU to assist you.

We will ensure that your complaint is handled as quickly and fairly as possible and give you an initial response within ten working days. If, following an investigation, we decide that we cannot agree with your complaint we will give you our reasons.

Taking things further

If we cannot sort out your problem to your satisfaction and you think we are behaving unreasonably or not doing our job properly, you can complain direct to our funders or the Secretary of State. If your complaint is justified the Secretary of State can insist that things are put right. Details of whom to contact are on page 19.

Concerns about the availability of courses

If you want to take a particular course, but find that it is not available at any of the main sites of Cornwall College, you can take the following action:

- ask at the College about where else the course is available;
- complain to the Learning and Skills Council, (or to the Local Authority in the case of general educational and leisure courses that do not lead to formal qualifications);
- as a last resort, complain to the Secretary of State for Education if you believe that the Local Authority is not fulfilling its legal responsibilities. If your complaint is justified he/she can insist that things are put right.



Complaints about courses, qualifications and results

If you are unhappy about the quality of a particular course you should complain directly to the College using the procedure outlined opposite.

If you are unhappy about the quality of a particular qualification, you can complain to the relevant awarding or accrediting body. Addresses for many of these are on page 19. Others are available from the College Learning Resource Centres or Examinations Officer.

If you believe that your results are wrong you can appeal through the College to the relevant awarding body but you may need to pay to do this. Full details of how to do this and how it fits into the College's Examinations and Assessment Policy are available from the Examinations Officer. If you are still not satisfied you may then be able to appeal through the College to the Independent Appeals Authority for School Examinations. Again you may have to pay a fee. Full details of how to do this can be obtained from the Examinations Officer.



Complaints about the CCSU

If you feel you have been unfairly treated by anyone in the CCSU you should complain to the CCSU President or the Corporate Head of Student Services (01726 226406).

Section B - Contacts

Cornwall College provides education and training throughout Cornwall and beyond. The main sites are listed with contact numbers and website addresses.

Corporation Secretary:

Cornwall College, Head Office, Tregonissey Road, St Austell, PL25 4DJ
01726 226528

College site addresses and contact numbers

Cornwall College Camborne

Trevenson Road
Pool, Redruth
Cornwall TR15 3RD
01209 611611
www.cornwall.ac.uk
Email: enquiries@cornwall.ac.uk

Duchy College (2 sites)

Rosewarne, Camborne
Cornwall
TR14 0AB
01209 722100
www.duchy.ac.uk
Email: enquiries@duchy.cornwall.ac.uk

Stoke Climsland, Callington
Cornwall PL17 8PB
01579 372222
www.duchy.ac.uk
Email: enquiries@duchy.cornwall.ac.uk

Falmouth Marine School

Killigrew Street, Falmouth
Cornwall TR11 3QS
01326 310310
www.falmouthmarineschool.co.uk
Email: falenquiries@cornwall.ac.uk

Cornwall College Newquay

Centre for Applied Zoology
Wildflower Lane
Trenance Gardens
Newquay
TR7 2LZ
01637 870450
www.cornwall.ac.uk

Cornwall College Saltash

Church Road, Saltash
Cornwall PL12 4AE
01752 850250
www.cornwall.ac.uk
Email: information@saltash.ac.uk

Cornwall College St Austell

Tregonissey Road, St Austell
Cornwall PL25 4DJ
01726 226726
www.cornwall.ac.uk
Email: info@st-austell.ac.uk

Outside contacts

Local Careers Offices, Job Centres and Social Security Benefits Agency offices - see the telephone directory for details.

Cornwall Council

County Hall, Treyew Road
Truro, Cornwall, TR1 3AY
Telephone: 01872 322000

Vocational Awarding Bodies

The three main bodies connected with the College are:

Edexcel Foundation
190 High Holborn
London WC1V 7BH
Telephone: 0845 6180 440

City & Guilds of London Institute
1 Giltspur Street, London, EC1A 9DD
Telephone: 020 7294 2800

OCR
Progress House, Westwood Way
Coventry CV4 8JQ
Telephone: 0247 851 509

There are many other vocational awarding bodies, mostly operating in a single sector such as construction or engineering. If you need details of one of these please ask a member of staff from the relevant area or enquire in the College Learning Centres. Similarly if you would like details of any of the GCE A-level, AS-level and GCSE Awarding Bodies please ask the Examinations staff.

Other Bodies

Learning and Skills Council

Cornwall Office
Penhaligon House
Green Street
Truro
Cornwall TR1 1DZ

Qualifications and Curriculum Development Agency

83 Picadilly
London, W1J 8QA
Telephone: 0207 509 5555

The Secretary of State for Education

Sanctuary Buildings
Great Smith Street
London, SW1P 3BT
Telephone: 0870 001 2345

Local Government Ombudsman

PO Box 4771
Coventry, CV4 0ED
Telephone: 02476 695999

Students in further education with learning difficulties and disabilities can contact:

Skill - National Bureau for Students with Disabilities

Unit 3, Floor 3
Radission Court
219 Long Lane
London SE1 4PR

Overseas students can get information from:

The British Council

Information Centre
Bridgewater House, 58 Whitworth Street
Manchester, M1 6BB
Telephone: 0161 957 7755

UK Council for International Student Affairs (UKCISA)

9-17 St Albans Place
London, N1 ONX
Telephone: 0207 288 4300

**Department for Children,
Schools and Families**

Castle View House
East Lane
Runcorn
Cheshire
WA7 2GJ

**Higher Education Funding Council for
England (HEFCE)**

Northampton House
Coldharbour Lane
Bristol
BS16 1QD

**Department for Business,
Innovation and Skills**

Castle View House
East Lane
Runcorn
Cheshire
WA7 2GJ

Young Persons Learning Agency

Castle View House
East Lane
Runcorn
Cheshire
WA7 2GJ

Skills Funding Agency

Castle View House
East Lane
Runcorn
Cheshire
WA7 2GJ

Cornwall College

Tregonissey Road
St Austell
Cornwall
PL25 4DJ

Tel: 01726 226726

Fax: 01726 226725

Email: info@st-austell.ac.uk

Web: www.cornwall.ac.uk

Chief Executive Officer

Dave Linnell OBE

"To provide learners with a high quality experience celebrated through academic and vocational achievement, personal development and employability."

01348MM0309



INVESTOR IN PEOPLE

