

# Harlow College Charter

Everyone at Harlow College is entitled to expect a learning experience of the highest quality. In our College Charter we explain the standards we have set and the targets we seek to achieve.

We always welcome the views of our learners, our visitors and the public in helping us to improve our services.



**HARLOW  
COLLEGE**

## What you can expect from us - before joining your course

- You should receive on request a free copy of our latest guide to Full-time or Part-time courses which give details of the courses and qualifications available at Harlow College. They will also provide information on the teaching and learning facilities available.
- We aim to send you our latest guide to Full-time or Part-time courses and/or Learner Guides, when published and available, within two days of receiving the request.
- Our guides are also available online at the college website at [www.harlow-college.ac.uk](http://www.harlow-college.ac.uk)
- When you contact us either to enquire about a course or to enrol, by telephone or in person, our Admissions Advisers will discuss your needs and experience, and previous qualifications, to make sure the course is the right one for you. You may have to take an initial assessment in literacy and numeracy.
- At the same time you may also be given a Learner Guide concerning the course you are either interested in or have enrolled on. These provide you with basic information you need to help you make the most of your learning.
- You are entitled to expect the college to handle your application for a place fairly and efficiently. You will find the admissions arrangements explained in our latest guide to Full-time or Part-time courses.
- You are entitled to take up a place on a particular college course if all of the following apply:
  - you meet its minimum entry requirements
  - places are available at the time you apply, and there are sufficient learners enrolled to allow the college to run the course in a viable and educationally sound manner
  - you sign the Enrolment and Learning Agreement and the Student Code of Conduct
  - you pay any relevant fees in accordance with the college fees policy.



- Prospective full-time learners should normally expect an interview to be scheduled within thirty working days of application during college terms in the period from January to September, or on the date agreed with your school. At the interview you will be able to discuss the most suitable course and qualification for you, considering your existing knowledge, skills and experience.
- The majority of part-time applications are processed when applicants contact the college. Where assessments or attendance at presentations are needed for learners applying for part-time courses these should normally take place within thirty working days of part-time applications being open (they are not held all year).

**For current information on fees, contact the Admissions Adviser team on (01279) 868100**

### Equality & Diversity

Harlow College is committed to ensuring equality of opportunity for all who learn, work here and all members of the community served by the College. We respect and positively value differences in race, belief, gender, sexual orientation, disability, class and age. We will strive vigorously to remove conditions which place people at a disadvantage.

## Support for Learners

Our aim is to ensure that, as a student, whatever your ability or experience, you will have the best possible opportunity and the support needed to succeed in your studies, as well as a rewarding and memorable time.

All full-time learners have a Learner Mentor, who is there to guide you through your college course.

For part-time learners, your tutor will agree with you your individual course of study, and refer you to any support you need during your studies.

### Learner Support Fund

The Learner Support Fund provides financial help to learners whose financial or personal circumstances might mean they could not attend college or complete their programme. You can apply for help towards some of the cost of books/equipment; child care/dependent care; or travel costs, and these will be considered in the context of the funds available and the college policy for learner support.

### Disabilities and Learning Difficulties

We make every effort to ensure that the college is a friendly and welcoming environment for all. We have invested heavily in teaching staff, support staff and specialised equipment to support learners with learning difficulties and/or disabilities. All our buildings are fully accessible.

Within the scope of the Disability Discrimination Act Part 4 we will do our best to make other reasonable adjustments where they are required.

### Support during your studies includes:

- Enrichment activities for 16-18 full-time learners
- Attendance monitoring
- Additional learning support if required
- Regular reports to parents/carers and parents evenings where applicable
- Referral to counselling and welfare groups if needed



**Our full Disability Statement is available from the Admissions Adviser team and from the college website: [www.harlow-college.ac.uk](http://www.harlow-college.ac.uk)**

**For information on possible financial help, contact the Admissions Adviser team on (01279) 868100**

# The Student Code of Conduct - our agreement with you to help make your course a success

## What we expect from you:

We will require you to read, agree to, abide by and support the following:

- ✓ Arrive on time for classes ready to learn
- ✓ Bring the right learning materials
- ✓ Work hard to make learning successful for yourself and others in your group
- ✓ Treat all others with respect whatever their age, colour, sexual orientation, level of ability, religion, culture or ethnic background
- ✓ Avoid foul or abusive language anywhere on the campus
- ✓ Look after your college environment and the facilities
- ✓ Only smoke in designated smoking areas
- ✓ Follow all safety instructions you are given
- ✓ Not bring alcohol or drugs into the college
- ✓ Complete all your assignments in line with the brief given to you, and hand them in on time
- ✓ Make sure all coursework submitted is your own
- ✓ Abide by the regulations of the relevant examining body for your qualification
- ✓ Discuss with your Learner Mentor (or Tutor if you are part-time) any changes or circumstances that affect your study or attendance
- ✓ Ensure that your behaviour or actions do not bring the college into disrepute at any time, even when not on college premises or on a college activity



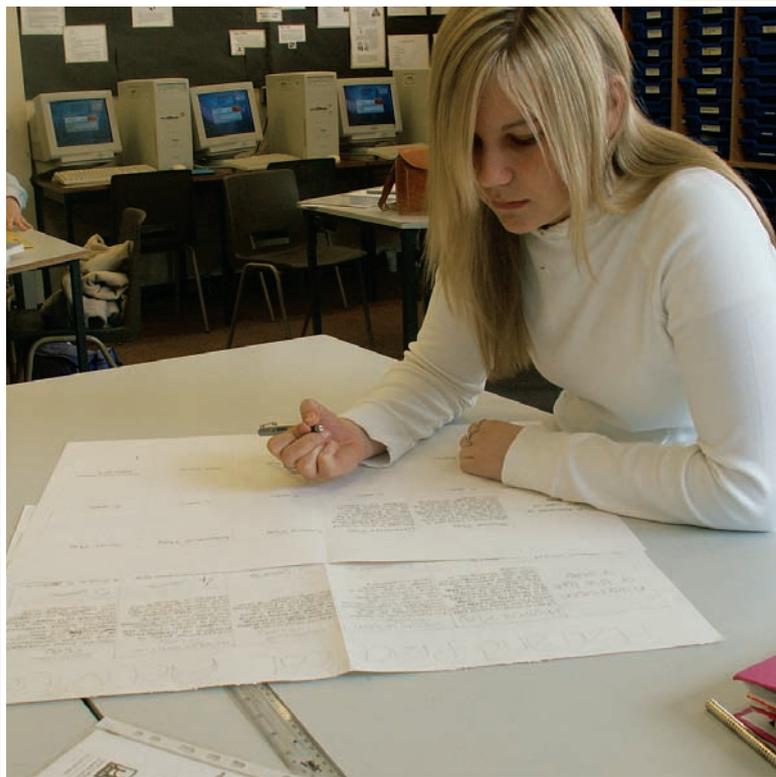
## Our commitment to employers

*We are committed to:*

- Improving our responsiveness and quality to help meet local skills needs
- Working with you to develop business solutions through training and consultancy
- Seeking your participation in the design of new courses
- Developing tomorrow's workforce through Apprenticeships and vocational skills training
- Improving the employability skills of learners
- Reporting on the progress of your employees in training

## In return Harlow College will provide you with:

- An induction to the college and your course
- Our best efforts to ensure that teaching is of high quality and regularly reviewed
- Regular assessment and feedback on progress
- Return of your work, marked in line with the college Academic Assessment Policy, and with relevant feedback to assist you
- Examination entries made for you where you have shown the required level of commitment
- A full range of information, advice and guidance on employment, training and education
- Study support to meet your needs
- The chance to express your views through learner surveys and through learner representation at course level, Learner Panels and Student Council



## How to tell us if you are unhappy with the level of service you receive

If something goes wrong and you cannot resolve it informally, you should speak to your Learner Mentor (full-time learners) or any of the managers responsible for your area of study (full-time and part-time learners).

If this does not resolve the situation, you can make a formal complaint, which will be investigated by the Deputy Principal prior to giving you a detailed response.