

Learners' Entitlement The College Charter

Standards of service you can expect from Macclesfield College
and the Learning Zone Sixth Form College (LZ6)



SEPTEMBER 2010



Welcome to Macclesfield College and the Learning Zone Sixth Form College (LZ6). This statement of Learners' Entitlements has been published to inform you, as a prospective student, about the standards of service you can expect from the College and LZ6. The statement will be reviewed annually and updated accordingly.

VISION

Our innovation and excellence make Macclesfield College and LZ6 everyone's first choice for learning and skills.

MISSION

With our partners in the Macclesfield Learning Zone, Macclesfield College and LZ6 will raise aspirations and provide the outstanding, responsive service needed to ensure young people achieve their potential, the workforce is suitably skilled and community life enriched.



Student and Customer Services

Our aim is to offer a customer focused service, which is convenient for all clients to access and provide up-to-date, comprehensive and impartial information, advice and guidance.

We offer the following services

- A confidential, impartial and objective information and advice service concerning learning opportunities, skills and qualifications, career progression and how to access them.
- Written information on all courses and opportunities
- Support during your studies to assist your learning and personal development
- Advice and services to enable you to study effectively if you have a disability or additional requirement
- Telephone / internet services providing information and advice
- A signposting and referral service to other agencies if we are unable to offer the information or advice you require

Our Staff

- Our staff hold appropriate professional qualifications and training, their skills and knowledge are continuously updated through a programme of staff development.

What you can expect from us

- We will be welcoming and friendly
- We will be professional and knowledgeable
- We are happy to answer your enquiry by telephone or e-mail or to offer you an individual appointment
- We will treat you fairly and equally
- We will tailor our services to your needs
- Respond to your written correspondence request within 5 working days
- Respond to your telephone call request within 2 working days
- We will acknowledge or reply to your e-mails within 2 working days

What we expect from you

- As much relevant information as you can give us to help us to respond to your enquiry fully
- To contact us promptly if you have any questions or concerns about your studies
- To attend, on time, all interviews, which have been arranged with college staff
- Let us know if you need to cancel or re-schedule an appointment
- To be honest and open with us, and work towards meeting your agreed aims
- To treat college staff and fellow students with respect

How to contact us

- Telephone 01625 410002 during the hours 9am-5pm (Monday to Thursday) or 9am-4pm (Friday) (voicemail outside opening times)
- E-mail info@macclesfield.ac.uk
- Visit us during the hours 9am-5pm (Monday to Thursday) or 9am-4pm (Friday)
- The College reception is open for general enquiries until 9pm (Monday to Thursday) during term time and to 4pm on Fridays
- Write to Macclesfield College, Park Lane, Macclesfield, Cheshire SK11 8LF
- You can also access the College's course information sheets via the web site



I want to study at Macclesfield College/LZ6, but which course do I choose?

You will need to know what to expect so that you can make an informed choice about the programme you wish to follow. If you are unsure about which course is best suited to any career aims you have, the College and LZ6 will provide:

- Expert advice about all programmes on offer
- Course information sheets providing clear and detailed information about each individual course
- A general guidance discussion, if required
- A discussion with specialist teaching staff in areas of potential interest, if required
- A tour of the campus and its facilities
- Information about the campus facilities
- Further information about careers from the Student & Customer Services Centre if required

Your responsibilities as an applicant for a course

In return for our commitment in providing information, advice and guidance, we expect you to:

- Attend any appointments made on your behalf and let us know if you do not intend accepting the offer of a place
- Advise us, when you apply for a course, if you have any additional needs

How do I apply to join a course at Macclesfield College/LZ6?

There are various ways to find out about the courses offered by Macclesfield College and LZ6 including Learning Zone prospectuses, publicity leaflets and posters, the Learning Zone web sites (which also feature an online application facility), advertisements in the local press and on local radio, Learning Zone promotional events, through Connexions careers advisors and through careers co-ordinators in schools. If you would like guidance

on how to find out about the range of courses offered, or about details of specific courses, please contact the Student & Customer Services staff. You are, of course, always welcome to call in and speak to one of the Student & Customer Service staff who will always be pleased to help you.

We recognise that young people who are leaving school, and adult students who are studying for significant periods of time on accredited courses, will need the benefit of additional comprehensive advice and guidance. Therefore we offer discussions with each of these potential students so that they can make informed choices that will lead to the achievement of the learning goals which will enable access to higher education or into employment in the student's chosen career.

Because of this, the enrolment process is different for students applying for full-time courses (and a few part-time courses) from that for most part-time courses. The application/enrolment processes are shown on the next two pages.

If you are applying for a Full-time Course

I know which course to apply for, what do I do next?

The Student & Customer Services staff will ensure that your route to becoming a student at the College or LZ6 is easy by:

- Providing you with an application form and specific written information on your chosen course(s) on receipt of your request
- Arranging a discussion for you with a specialist teacher and/or a guidance discussion at an Interview Evening
- Ensuring that individual discussion(s) will be undertaken within three working weeks from the date that it was arranged (group discussions are held in a few cases and may take longer)
- Arranging for the Additional Learning Support Coordinator or one of their staff to attend the discussion if you have indicated that you have additional needs
- Giving you a decision on your suitability for the course on the day of the discussion(s)

What happens at the discussion?

Do I bring anything with me?

The discussion provides you with the opportunity to ask specific questions about the course(s) that you are interested in and the Learning Zone.

You may bring your Record of Achievement, but do not worry if you cannot find it. If you are applying for Creative Media, (including Art & Design, Graphic Design or Media Production) you will also need to bring an appropriate portfolio of work.

During the discussion, the teacher will:

- Explain anything you need to do before joining the course
- Explain exactly what the course is about
- Explain what qualifications you can expect to achieve and how the course fits into your career path
- Ask you if you need extra help with your learning
- Provide you with a College / LZ6 information pack which will include an offer of a place on the course(s) (if this is agreed at the discussion)

If you are applying for a Part-time Course at Macclesfield College

I know which course to apply for, what do I do next?

The Student & Customer Services staff will ensure that your route to becoming a student at the College is easy by:

- Providing you with an enrolment form and a course(s) information sheet on your chosen course(s)
- Providing any further advice and guidance which you require about any aspect of the College and/or the courses offered
- Arranging a discussion for you if we need to on the same basis as described in the section for applicants for full-time courses (a discussion is not required for the large

majority of part-time courses)

- Processing your enrolment immediately if you enrol via the telephone or at College (for courses where a discussion is not required – i.e. most part-time courses) and sending you a confirmation letter and a receipt for payment within two working days of enrolment
- Providing a tour of the College and its facilities if you request it
- Arranging an assessment of your needs if you have a learning difficulty or a disability, or need extra help
- Providing you with details of the Refund Policy and the Learner Support Fund, together with a letter confirming your enrolment



What happens after I have been offered a place on a full-time course(s)?

Simply sign your acceptance form after the discussion and return it to the College in the envelope provided.

If for any reason we have not received your acceptance form, the Student & Customer Services team will contact you after 10 days from the date the offer is made to see if you need further assistance.

Our Student & Customer Services team will write to you in August to invite you to enrol for your course(s) just before the start of the new academic year in September.

I have been accepted onto a course.

How can you help me to achieve my goals?

As a student at Macclesfield College or LZ6, you will become part of a learning community where everyone is treated fairly and where all staff will endeavour to ensure that you have a successful and enjoyable time, and help you to fulfil your potential as a student. In order to help you we:

- Provide initial advice supported by induction and student guidance
- Provide courses that lead to nationally recognised qualifications
- Agree with you a learning programme suited to your individual needs
- Organise a programme of study that meets your needs and aims
- Provide an appropriate level of teaching
- Commit to provide high quality teaching and learning opportunities by suitably experienced and qualified staff
- Provide opportunities for feedback about all aspects of your study programme and College services/facilities including course reviews, customer focus groups, Student Council, questionnaires/surveys and the College Complaints, Comments & Suggestion Scheme
- Assign you a personal tutor
- Provide opportunities to obtain qualifications in Key Skills / Functional Skills
- Will assess work fairly and return marked work within an agreed time
- Regularly provide clear information about your progress on the course
- Provide computing and other equipment that enables you to complete your course work
- Provide opportunities for work experience, where appropriate
- Provide resources to support your learning
- Arrange an assessment of your needs if you have a learning difficulty or a disability or need extra help

In addition if you are a young person who is leaving school, or an adult student who is studying on a full-time course we will provide opportunities to undertake additional qualifications and participate in extra-curricular activities such as sport, leisure and creative studies. We will also provide time for your individual tutorials and progress reviews.



Customer Service Performance Standards

When you visit the College or LZ6 we promise to

- Provide information and answer queries promptly. You should not expect to wait longer than 5 minutes for someone to help you.
- Ensure that accurate information is provided within 5 working days if we cannot answer your query immediately
- Make sure that our literature is written in plain language and is easy to understand
- then either:
 - offer you a discussion, within 3 weeks, prior to enrolment on the course
 - send you a receipt and information sheet and confirmation of your place on the course within 5 days after enrolment

When you send your enquiry through the post we promise to

- Deal with your enquiry on the same day that we receive it
- Acknowledge your request for interview within 2 working days of receipt of the enquiry and arrange a discussion for you within 3 weeks
- Acknowledge receipt of your enrolment within 2 working days of its receipt

Discussions and Enrolments

- Your discussion concerning your course enrolment will be held on time
- The duration of your discussion will be approximately 30 minutes
- The forms associated with your discussion will be completed the same day
- If your discussion is for a full-time course an offer of a place will be made the same day (subject to your meeting any entry requirements)
- You will be given an offer pack on the same day

If you enquire by phone we will

- Answer your call on the customer service line (01625 410002)
- Give you information, advice and guidance immediately
- Process your enrolment immediately if you wish to pay by debit or credit card
- Send you a receipt and course information sheet and confirmation of your place on the course within 2 days after enrolment
- inform you if there are no places left on the course and discuss alternatives if appropriate

Services for students

Learning Resource Centre

The Learning Resource Centre brings together library services, computing and multi-media facilities with help and advice on how to use the services provided. As a student you can use the Learning Resource Centre for studying, borrowing resources and for open access to information technology. Term time opening hours are:-

Monday – Thursday 8.30 am – 8.30 pm
Friday 8.30 am – 4.00 pm

The Learning Resource Centre is also open during the daytime in holiday periods. Opening times are detailed on the website.

You are asked to work quietly at all times and to adhere to the requirements as outlined in the Learning Resource Centre Guide.

Services for students cont.

Where should I go if I need help?

If you need help with other matters, such as welfare, personal finance, transport, or extra support with your learning, then:

- Your personal tutor will be able to provide answers to most of your questions
- The Student & Customer Services Centre is available Monday - Friday and you are welcome to call in and see any of the Centre staff
- The Learning Support office is open Monday – Thursday 9am – 4.30pm and Friday 9am – 3.00pm
- A qualified and experienced Counsellor is available, to discuss personal and confidential issues with you – please leave a contact number in the Student & Customer Services Centre and

we will arrange an appointment for you or alternatively please contact the Counsellor direct by text or phone 07981701126.

- You can get information, advice and guidance on careers and entry to universities from the Student & Customer Services Centre staff Monday – Friday. In addition, a Careers Advisor from the Connexions Service is available each day

As a student at the College or LZ6, you will receive a Student Council card and be able to take part in student events at the College and consult the Student Council. Please speak to staff in the Student & Customer Services Centre about joining the Student Council.

Policies and Codes of Practice

SAFEGUARDING

The College is a diverse learning community and the safeguarding of all of our learners is of utmost importance to us. There are a number of policies in place to support this including an overarching Safeguarding Policy. There are procedures in place for dealing with specific allegations of abuse for all people attending the College up to the age of 18 and vulnerable adults. If you have suspicions of this nature, or you wish to make a complaint or allegation, you should arrange to see the Student Services Manager or, in their absence, the Director of Customer Services & HR.

CONFIDENTIALITY

All records containing personal details of students will be treated as confidential and the College/LZ6 complies with the Data Protection Act 1998.

EQUALITY AND DIVERSITY

We are committed to equality and diversity in all that we do. Our Equality and Diversity Policy seeks to ensure that all students and staff receive equally favourable treatment and that all forms of equality and diversity are fully embedded across the whole organisation.

Complaints, comments and suggestions

At Macclesfield College and LZ6, we aim to provide high quality services that meet the needs of students and people who visit LZ6 or the College and its outreach centres.

We want our customers to be satisfied with the services we provide but, like all organisations, we know that mistakes do happen and things do go wrong. The comments/complaints procedure will:

- Give you the chance to raise your concerns
- Give us the chance to put things right

What is a Complaint/Comment?

Put simply, a complaint/comment occurs if you tell us that you are not happy about a service that you have received or believe you should have received.

This may include:

- An unsatisfactory level or quality of service
- The action/lack of action by the College/LZ6
- Delay in taking action or replying
- The failure to provide information or give correct information
- A failure to follow agreed policies and procedures
- The unhelpful attitude or behaviour of an employee

How can you comment/complain?

You can make a complaint or comment in several ways:

- Complaints/comments form
- Letters
- Face to Face
- Telephone
- E-mail
- College website

How does the Complaints/Comment Procedure work?

- You will initially be able to choose who to make a complaint/comment to depending on the nature/strength of your complaint/comment - your personal tutor, Student Services Manager, Customer Services/Reception staff, Heads of Schools or Customer Services Manager.
- During the evenings, you can choose to make a

complaint/comment to the evening receptionist or the Duty Manager, if you wish.

- Similarly, you can choose to make a complaint/comment to the administrator at an outreach centre if you wish.
- Wherever possible all complaints/comments will be dealt with at this first stage.
- All formal complaints/comments will be recorded on a complaints or comments form, as appropriate. The Customer Services Manager will then investigate the matter with the Manager/Head of School responsible and a response will be sent to you within 10 working days.
- All written complaints/comments (including those received by e-mail) will be acknowledged within 2 working days of their receipt.
- All complaints/comments will be dealt with, and a reply sent (or telephoned) to you within 10 working days of their receipt. If the complaint/comment cannot be satisfactorily resolved within this time scale you will be advised, in writing, within the 10 working days when you will receive a reply.
- Where you are dissatisfied by the response to this initial stage you will be invited to have the complaint/comment dealt with by the College Principal.

Comments

The Comments/Suggestions leaflet also invites you to make compliments, positive comments or suggestions about the services that you receive and you are invited to complete a comment card. If you need help, you can ask a member of staff to complete the card for you. When you have completed your form, please give it to the receptionist at the College's main reception or put it in one of the suggestion boxes around the College. Where appropriate, the Customer Services Manager will arrange for these to be acknowledged in writing. We will ensure that all compliments are passed on to the staff concerned.

Suggestions

The Suggestion Scheme is open to everyone at the College, including students, visitors and staff. You will find comments/suggestion boxes at various locations throughout the College and suggestion cards next to them. Simply complete the card and put it in to the comment/suggestion box and you will initially receive a letter acknowledging your suggestion. If you attend a course at a Community Education outreach centre,

you can make a suggestion by writing to the Customer Services Manager or by sending it by e-mail to info@macclesfield.ac.uk. Or use the comments/suggestion boxes provided.

Once your suggestion has been considered you will receive a letter informing you of the decision that has been made about your suggestion.

Your responsibilities as a student

In return for our commitment in helping you with your learning goals, we expect you to:

- Always behave reasonably and in a way which shows respect and consideration to other students, staff and visitors
- Make yourself fully aware of, and comply with, College/LZ6 and course codes of conduct
- Observe and comply with all Health and Safety requirements
- Conform to the special requirements concerning protective clothing in workshops etc. and also when undertaking work experience on an employer's premises
- Always carry your Identity Card and ensure that it is visible at all times when you are on the Learning Zone campus
- Understand that possession of any offensive weapons will lead to disciplinary action and where necessary, there will be Police involvement.
- Be aware that the use of alcohol is not permitted
- Understand that the misuse, sale, purchase or distribution of controlled drugs is strictly forbidden
- Be aware that disciplinary action will be taken if students are suspected of being under the influence of alcohol or controlled drugs and where necessary, there will be Police involvement
- Be aware that students found accompanying non-invited individuals onto the Learning Zone campus including known suspended or excluded students, will themselves be disciplined
- Observe and comply with the Information Technology Policy for students
- Observe and comply with the Learning Zone's Equality & Diversity Policy and Code of Practice
- Attend all classes, and study periods and examination sessions as specified by your teachers & personal tutor
- Arrive at lessons fully prepared by bringing stationery, correct class notes, textbooks and other relevant materials required
- Arrive on time for the start of lessons. If you are late, enter the room quietly so as to cause the minimum disruption and provide a valid reason for your lateness to the lecturer at the end of the lesson
- Arrange for appointments such as dental appointments, driving lessons etc. to be made outside class hours. Where appointments are unavoidable, such as hospital appointments, show the appropriate appointment card or letter to your personal tutor wherever possible
- If you are absent, phone the School/LZ6 Administrator or Personal Tutor before 9.00am on the day of your absence to inform her/him accordingly

Your responsibilities as a student cont.

- If you are a full-time student aged 16-18 your absence should be explained in a note from your parent or guardian. Reports of absence are sent to the parents/guardians of full-time students aged 16-18.
- If you have a part-time job, ensure that the hours of work (including travelling time) are not during the time you are required to attend classes
- Maintain your file and up to date class notes and, make arrangements to collect any missed notes/handouts
- Not use mobile phones/texting during lesson time because it distracts you and other learners
- Study conscientiously and complete homework and assignments as determined by your teachers. Entry to examination or other assessment is conditional upon satisfactory progress, attendance and homework
- Complete and hand in assessed work on time and to a high standard – any request for late submissions must be discussed and agreed with your teacher. Deadlines for submission of work will be made clear to you at the time the assessment is given
- Bring any problem affecting your ability to progress, or complete your course, to the attention of your personal tutor
- Not use I.T. facilities to harass or abuse others, or transfer/copy or view offensive material from any source – see Information Technology Policies for Students
- Permit us to respond to legitimate enquiries from external agencies for reference requests on your suitability for a job or further programme of study
- Return College or LZ6 property promptly when you have completed your studies and pay for any loss of College or LZ6 property which is loaned to you
- Understand that serious action will be taken against anyone who is responsible for damage to the Learning Zone premises or any property on the campus, including payment for damage or loss.
- Respect the internal and external campus environment at all times – help by ensuring that all areas of the campus are left clean and free of litter
- Only consume food and drinks in the cafés and do not take food or drink (other than water) into the classrooms or work environments.
- Conduct yourself quietly and in an orderly manner in all parts of the Learning Zone
- Adhere to the no smoking policy and ensure that you do not smoke anywhere on the Learning Zone Campus (including in vehicles). Smoking on the campus is a disciplinary offence and students who smoke on the campus will be subject to disciplinary action.
- Observe the parking regulations, including adhering to the maximum speed limit of 10 mph on campus access roads, and not parking in access routes in the car parks which results in other vehicles being blocked in.
- Ensure that you adhere to specific requirements made by organisations offering work placements
- Plan and organise so that you arrive at your placement at least 15 minutes before the start of the placement
- Inform both the placement and the School/LZ6 Administrator if you are going to be absent from your placement
- Notify the College/LZ6 of any change of home address or of employer

If you have a disability or other learning difficulty

Please let us know if you need extra help with your studies. The College and LZ6 aims to help students with disabilities and/or learning difficulties to benefit as fully as possible from further education. We aim to offer opportunities to gain qualifications which lead to employment, or lead to other further education opportunities.

By coming to the College or LZ6 we hope that you will improve your employability, quality of life and links with the community.

Support Principles:

- We value and respect every student and make every effort to identify and meet his or her needs.
- We want all our students to succeed and aim to help each one learn in the way that is best for them.
- We are committed to equality of opportunity and we work continuously to achieve this goal.

The Support Service:

The Learning Support service is available to all students at all levels and aims to help them achieve success in their education and careers.

This includes:

- Support for students with learning difficulties and/or disabilities
- Support for students with literacy, numeracy or language needs

Specifically the service provides:

- Formal and confidential assessment of needs
- A suggested support plan including one or more of the following:
 - ▶ Adaptive equipment and technology
 - ▶ Non-medical, mobility or personal care
 - ▶ Note taking or material adapting
 - ▶ Communication or signing
 - ▶ Readers and scribes
 - ▶ Small group teaching by specialist teachers

- ▶ One-to-one teaching by specialist teachers
- ▶ Specially designed programme of courses
- ▶ Learning Support Facilitators in classes and workshops
- ▶ Special examination arrangements
- ▶ Access to specialist support from external agencies
- Regular review of the support provided
- Regular review and improvement of access to the college buildings
- Formal and informal advice and support to students and staff

If you need further information about the additional assistance available to support you during your time at the Learning Zone please speak to the Additional Learning Support Co-ordinator or any member of the Learning Support Team, on 01625 410000 ext 547.

The Learning Zone complies with the Special Educational Needs and Disability Act 2001

FOR FURTHER INFORMATION TELEPHONE 01625 410018

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This publication is available in different formats including disc, large print and audio CD. Please request from the Student & Customer Services staff - telephone 01625 410002.

