



THE COLLEGE CHARTER

This charter gives information to students, parents, and the local community about the services the College provides. There is a separate Charter for Higher Education students. Both are available on the College website.

Choosing and applying to the College

If you are a prospective student you are entitled to free, objective and detailed information about:

- the courses and qualifications we offer
- entry requirements for each of our courses
- our examination results and student destinations
- our facilities for teaching, learning and private study
- any fees or charges we might make
- how courses are taught and assessed
- additional learning support
- the accessibility of our site for students with mobility and sensory impairments
- the financial or practical help we can offer to enable you to take up your studies

You will be given the opportunity to visit the College during our open evenings and other events.

When you apply to the College you are entitled to:

- have a prompt acknowledgement of your application
- have your application handled fairly and efficiently in accordance with the College's admissions policy
- have an individual interview to discuss your application, provided you are a 16-19 student living within the local area with your immediate family or legal guardian(s)
- attend a pre-enrolment welcome day in the summer term to help you to make course and College choices if you are a 16-19 student, or to attend an induction event if you are 19+
- information about the support available in College for students with disabilities and learning difficulties, with transition meetings, if required, based on individual student need
- a transition plan if you have an Education, Health and Care Plan (EHCP)

When you enrol

If you are a student, you can expect:

- advice about your course and learning needs
- an individual interview to finalise your course choice if you are a 16-19 student and attend the main enrolment period for 16-19 students
- help and advice if you have problems finalising your course choice
- the opportunity to change courses during the early weeks of term, numbers permitting, if you are a 16-19 student
- a learner's agreement which sets out your own learning goals and forms the basis of a contract between you and the College
- an on-line student handbook for 16-19

During your College course

All students are entitled to high quality teaching, learning and study facilities. Details will be available from each programme or course area, but all students are entitled to:

- appropriately qualified teaching staff
- the support of a Personal Tutor if you are a 16-19 year old student
- access to a varied enrichment programme (for 16-19 students)
- lessons, material and homework assignments which are thoroughly prepared and appropriate to your needs
- clear course plans, assessment plans and reasonable homework deadlines
- coursework requirements published at the beginning of the course
- an introductory period which assists you to make the transition from one level of work to the next
- assignments and coursework marked or feedback given in accordance with Awarding Body regulations and, where appropriate, returned within a reasonable period of time
- access to a well-resourced Learning Resource Centre for 16-19 students; 19+ students will have access to the Learning Resource Centre as appropriate for the course being followed
- lessons which begin promptly
- advance warning of any changes to schedules, wherever possible
- regular one to one meetings with your Personal Tutor to review your work, progress and progression plans if you are a 16-19 student
- support in developing study skills and independent learning
- regular subject progress reviews
- the opportunity to make your views known on the quality of teaching and learning
- additional support if you need it, in order to achieve your learning goal
- appropriate arrangements for access to the curriculum if you have a disability, in addition to your active involvement in developing policies and procedures which affect students with disabilities
- clean, safe and appropriately equipped social and working conditions
- learn in an environment where your safety and welfare is promoted and protected, in accordance with our Health and Safety and Safeguarding policies
- information about the College's Equality, Diversity and Inclusion Policy
- information about the College's policy on bullying and harassment
- transparent and accessible complaints and appeals procedures
- access to professional and impartial careers education, information, advice and guidance (for 16-19 students, Access); this includes support with making applications for further and higher education and for employment and apprenticeships, information about HE finance and about work experience
- access to confidential counselling services if you are a 16-19 student access to wellbeing services and one-to-one wellbeing support if you are a 16-19 student
- an efficient student information and advice service from the Student Services department if you are a 16-19 student
- a high standard of site maintenance
- be treated with respect by all members of staff who should all wear ID badges at all times
- a student representative body working for and with you to establish your needs and improve your time at Peter Symonds

As you leave or complete your course

You are entitled to:

- information and advice about progression (for 16-19 students and those on accredited programmes at AHED).
- a post-examination service including advice about the UCAS Clearing System (for 16-19 year old students and Access students)
- a College reference on request from an employer or HE/FE establishment up to 3 years after you have left College; all references are non-negotiable and can be shown to students but not taken away (for 16-19 students, Access and HE students)

Students' responsibility

We will make every attempt to meet the commitments set out in our charter but we cannot accept responsibility if something happens which is beyond our control. Students in return, are expected to adhere to the College Code of Conduct as well as the rules and regulations for students which are laid out in the College Policies and Procedures.

<p>Peter Symonds College Owens Road, Winchester, Hampshire SO22 6RX Tel 01962 857500 Email psc@psc.ac.uk Website www.psc.ac.uk</p>	<p>Adult and Higher Education Division Stoney Lane, Weeke, Winchester, Hampshire, SO22 6DR Tel 01962 886166 Email ahed@psc.ac.uk www.psc.ac.uk/ahed</p>
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Peter Symonds College "Counting in Ones"

Further Information

Prospectus and Application Enquiries

Full-time 16-19 Students	Admissions Office	01962 857555
19+ students	AHED Reception	01962 886166

Admission Enquiries

Full-time 16-19 Students	Head of Admissions & Marketing	01962 857424
19+ students	AHED Reception	01962 886166

Student Information

Full-time 16-19 Students	Head of Student Services	01962 857547
19+ students (AHED)	Student Support Manager	01962 886166
Full-time 16-19 Students	Head of Study Support (16-19 Students)	01962 857556
19+ students (AHED)	Head of Adult Study Support (19+ students with learning difficulties and disabilities)	01962 886166
Careers advice and guidance (full-time 16-19 students and Access students)	Head of Careers	01962 857552

Examination Enquiries

Full-time 16-19 Students	01962 857549
19 + students	01962 886166

College Governors

Mrs A Storey (Chairman)	Dr R Sykes	Mr N Levy (Staff Governor)
Miss L Evans	Mrs T Thorne	Mrs C Rand (Staff Governor)
Ms S Russell (Principal)	Mr M Wesley	Mrs V Owen (Clerk to the Governors)
Prof S Bhattacharya	Mr J White	Zac Hussain (Student Governor)
Nr O Chiroma	Rt Rev D Williams (Foundation)	Jaanvi Singh (Student Governor)
Mr B Neaves	Mrs J Townsend	
Mr S Stemp (Trustee)		
Mr A Sydney (Foundation)		

Please note that there is a separate Charter for students following a Higher Education course, which can be obtained from the Adult and Higher Education Division (AHED).

We are committed to Equal Opportunities and affirm that all members of the College community are of equal value and are entitled to be treated fairly and without prejudice in every aspect of College life.

We therefore actively promote Equality, Diversity and Inclusion and work to foster good relations between people.