

College Charter

RACC

Richmond Adult Community College

The College Mission

"To enable adults to unlock their talent to fulfil their potential through learning, skills and enterprise"

Quality

The College is committed to continuously improving the quality of its service through:

- Regular observations of teaching and training sessions
- Regular analysis of learners' views and needs
- Course and assessment procedure reviews
- Publication and review of exam results
- Prompt responses to student feedback
- Training and support for all staff
- Research into and response to market needs

We aim to achieve 90% satisfaction with our and our partners' service and in the last academic year (2007-8) we achieved 98% of learners who would recommend us to a friend.

Equality and Diversity

RACC welcomes all people regardless of their gender, age, race, sexual orientation, marital status, language, cultural, social or religious background, and physical, sensory or intellectual difficulty, mental health or HIV status. The staff of the College and its partners will endeavour to promote equality of opportunity and will always challenge prejudice and inequality. Details of provision for those students with learning, sensory or other disabilities are given in the College Disability Statement. We aim to give assistance to students with learning disabilities or difficulties, making the appropriate adjustments, to enable access to the college's resources. Students undertaking provision with partner organizations will receive appropriate advice about the suitability of provision and if appropriate how it can be adapted for their needs

All staff of the college and its partners are expected to value and celebrate diversity.

We would be pleased to know if, at any time, we fail to meet these standards.

College Services

- College website detailing all courses, facilities, news and events
- Advice and guidance on courses and careers at the Parkshot centre in Richmond
- Student intranet for course support
- Learning Centres at the Clifden centre in Twickenham and Parkshot centres, with ICT and library facilities and on-line courses
- Coffee shops at the Clifden and Parkshot centres catering for light meals and snacks
- Daytime crèches at the Clifden centre in Twickenham
- A centralised reprographic service at Parkshot for staff and students

Health and Safety

Ensuring a healthy and safe working and learning environment is the responsibility of all users of the College. An appropriately trained and accredited Health and Safety Officer has overall responsibility for this aspect of the College's business. Partner organizations are committed to promoting high standards of health and safety in the workplace.

The College actively promotes the Safe Learner concept. Appropriate Health and Safety training is provided for all relevant staff.

Range of Courses

- Approximately 3,000 courses offered each year
- From pre-entry level (basic skills) to level 4 (undergraduate)
- Comprehensive range of NVQs in the workplace
- From one-day courses to full time provision
- Catering for employability, fulfilment and enterprise aspirations
- Nationally recognised accreditation across the curriculum

The College emphasises the importance of all learners reaching their potential by achieving success in their learning programmes. The overall success rate for qualification courses at the College last year was 82% which is well above the national average.



INVESTOR IN PEOPLE



What the College expects of staff and students

Everyone will:

- show respect for all members of the College community both in College and in the workplace
- show regard for the well-being and safety of all College users
- treat the premises and equipment with respect
- use the appropriate procedures for making complaints or giving feedback
- meet their financial commitments promptly and in full
- ensuring that any requests for information about eligibility criteria for public funding of learning are given honestly and accurately

Your views

We welcome your feedback whether in the form of a complaint, compliment or suggestion as we are always looking to improve our services. Feedback forms are available at all Centres and are also sent to learners in the workplace and in the community. You can expect any complaint to be:

- treated seriously
- formally recorded and monitored on our feedback database
- thoroughly investigated by the relevant College section or Partner
- responded to promptly and formally by the relevant College person
- referred as an appeal to the Principal if you feel it was not dealt with adequately

What you can expect before enrolling,

To access clear, accurate information through:

- All forms of College or Partner's literature such as the College Prospectus or Partner Information sheets
- College notice boards
- The College website which includes course outlines
- The Learning Information Service at the Parkshot Centre
- The College's call centre Information Line
- Reception staff at all centres
- Partner organization staff who visit employer premises

To get details about:

- the courses on offer, their level, duration and accreditation
- the outline content of the courses and any special requirements for entry
- how the course will be taught and assessed
- course entry and examination requirements
- the fees for the course, any concessions available and help with fees in the case of hardship

Course outlines will be available for all courses before their start date.

Your rights on becoming a student

You can expect:

- an induction programme about the requirements of the course and the college or the Partner Organization
- high standards of teaching and assessment
- classes or assessment visits which begin and end on time. You will be informed in good time of any unavoidable changes
- an Individual Learning Plan if appropriate
- a student hand book
- appropriately qualified staff whose work is regularly reviewed and supported
- prompt return of assessed work with relevant feedback
- help with any problems you encounter on your course
- additional support with learning if appropriate
- extra support if appropriate if you have a disability and/or learning difficulty
- confidential advice about your future studies
- access to careers information and guidance
- access to the Learning Centres facilities
- excellent customer service from respectful, helpful staff
- clean and safe accommodation with appropriate equipment

You can obtain copies of all College policies and procedures, documents and reports in the College Learning Centres or on the College website.

Information on the membership, constitution and proceedings of the Governing Body can be obtained on request from the Clerk to the Governors or is available on the College website

The College is fully compliant with the requirements of the Freedom of Information Act and our publication scheme can be found on the College website

We are constantly reviewing the College Charter and would welcome any comments you may have on this document. Please fill in a Customer Feedback Card.

College Charter revised: February 2009

