



# Charter for Parents



*Lakes College is committed to safeguarding all its students and to promoting their welfare. Our policy states that we will work in partnership and share information with other appropriate agencies where there are concerns about a student's welfare*



## **For our part the College will provide:**

- A curriculum which is regularly reviewed to ensure relevance and accessibility
- Well qualified and experienced staff who will maintain high standards of professional conduct and expertise
- Termly course reviews which involve all staff, students and employers in continuous quality monitoring and improvements
- Regular surveys of our clients to ensure satisfaction at all times
- A comprehensive system of learning support services to respond to individual needs
- Academic standards which are appropriate to the requirements of managers, external assessors and examining bodies
- Clear, published standards of entitlement so that students and parents know what they can expect in this college
- Published quality targets and annual reports on college performance
- Equal opportunities for all clients and learners

## **For your part the College expects that you will:**

- Ensure that the student attends regularly and punctually for all elements of the learning programme and is properly equipped for each session
- Encourage appropriate conduct and hard work at all times
- Inform the college promptly of absences and other problems which may affect learning progress
- Ask for advice at an early stage if you are not satisfied with the student's progress or the college service
- Not withdraw the student for annual holidays unless negotiated in advance. It is not expected this will exceed two weeks
- Co-operate with college policies on smoking/alcohol consumption, substance misuse and gambling

A copy of the disciplinary policy is available from the student services section and the learning resource centre.

# Providing student support for students with learning disabilities or difficulties:

## We will:

- Seek to continually improve access to our rooms and buildings for students
- Provide all students with the opportunity to discuss their own particular physical access and support needs prior to enrolment
- Give all students the opportunity to discuss and agree before enrolment any additional learning requirements, and review them at induction and during on-programme reviews
- Provide additional learning support for students whose needs have been assessed. Normally this will be sorted out by the start of the year or within two weeks of assessment

## Before enrolment:

### Before enrolment you are entitled to:

- Information about the full range of courses and previous examination results. We will try to answer any questions you may have about the college and particular courses
- The option to attend interviews with the student and to contribute to decisions on course choices
- A course fact sheet giving details of course length, study time, course content, outcomes and possible progression routes
- Information on fees, financial support and travel to college
- A copy of college targets and annual performance report on request

## promise

Obviously, we cannot give an absolute promise of success because that depends as much on the effort and ability of the student as on the service provided by the college. However, we can guarantee that if the student attends regularly and works hard, we will play our part in ensuring a happy and rewarding experience in this college.

## help us help you

We are constantly trying to improve our services and have established a variety of methods of collecting information and feedback from students, employers, parents and other customers.

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|-----------------|--|
| <b>TELL US</b>  | what you like about the college            |
| <b>SUGGEST</b>  | ways we could do things better             |
| <b>COMPLAIN</b> | if you feel you have been unfairly treated |

If you are not satisfied with the initial response you can call in person, write, telephone or email Student Services or the principal's office:

Telephone: 01946 839300

Email: [student.services@lcwc.ac.uk](mailto:student.services@lcwc.ac.uk)

IF YOU WISH TO MAKE A COMPLAINT CONFIDENTIAL HELP IS AVAILABLE.

*The full complaint procedure is available from reception and on the student drive of the internal network.*

# Providing Student Support

**During the course, if your child is under the age of 18 on the date of their enrolment you are entitled to:**

- Visits to college and meetings with senior staff by appointment
- Opportunities to talk to the student's lecturers at three parents' evenings or by individual appointment
- A formal report on the student's progress each semester or upon your written request within 7 working days
- Prompt information if lecturers consider there are serious problems with attendance, discipline or progress
- Answers, within 7 working days, to any requests for information on progress or attendance
- Access to the student's learning agreement (upon written request)
- Information about the student's examination entries
- Copies of the student's assessments and examination results (upon written request)
- Access, upon written request, to counselling advice on any problems affecting the student's learning
- Answers, within 5 working days, to letters and general enquiries about the college
- Opportunities to comment on the college service.

**If your child is over 18, at the start of their course, you have the right to the above entitlements if you request them and your child gives consent.**

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**At Lakes College, we have a statutory and moral duty to safeguard and promote the welfare of our students. We make every effort to ensure that students are kept safe and we always take action if a student reports incidents of abuse of bullying. Our policies are available on request.**

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Hallwood Road, Lillyhall Business Park, Workington, Cumbria CA14 4JN  
Tel: 01946 839 300  
Email: [student.services@lcwc.ac.uk](mailto:student.services@lcwc.ac.uk)

[www.lcwc.ac.uk](http://www.lcwc.ac.uk)

*This charter will be re-issued on an annual basis.*

**The College is working to achieve the outcomes outlined in Every Child Matters:**

- Be healthy
- Stay safe
- Enjoy and achieve at College
- Make a positive contribution to society
- Achieve economic well-being

## Complaints

The college welcomes comment on any aspect of the services it provides.

Students are advised where possible to approach their class teacher or programme tutor at first. They should expect a reply.

They may at any stage enter a formal complaint. This should be enclosed in an envelope marked for the attention of the "Principal's Secretary". It may be posted or handed in to the reception.

Students may make verbal complaints and require any employee of the college to enter the complaint into the formal system on their behalf.

Wherever possible the college will issue an initial response within 5 working days

