

## OUR COMMITMENTS TO LEARNERS

<b>Prepared by:</b>	<b>Assistant Principal – Curriculum &amp; Quality</b>		
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	<b>Operational Management Team</b>	<b>09/05/03</b>	<b>Minute 23</b>
	<b>Academic Board</b>	<b>06/05/03</b>	<b>Minute 226</b>
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# COLEG MORGANNWG POLICY DOCUMENT

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## **Preamble to the Policy**

### **Equal Opportunities**

The College shall comply with all statutory duties in respect of equal opportunities in the areas of sex, race, age, disability, sexual orientation, transgender, religion, belief, pregnancy, maternity and paternity, marriage and civil partnership and the rehabilitation of offenders. The College shall also comply with the Human Rights Act 1998 and any subsequent enactments or modifications.

## **Our Commitments to Learners**

### **Welcome to Coleg Morgannwg**

Our future in Wales depends ultimately on the energies of a trained, aspirational and confident population. People with these qualities are created - or create themselves - through the process of learning.

The College aims to be a unified, modern organisation that will provide, efficiently and effectively, the best possible learning opportunities to individuals, to communities and to industry on an equitable basis throughout Rhondda Cynon Taff. Pursuing this purpose entails working collaboratively. The College, therefore, will continue to be a partnership-seeking organisation and will plan with others so that, through concerted and of concerted action, the ambitious strategies of the Welsh Government can be implemented successfully in the area.

The College will continue the policy of offering a total curriculum that incorporates both start-up learning chances and opportunities for the development of higher, technical and professional skills.

Through our service to people, we have a critical contribution to make to the process of economic and social renewal in Rhondda Cynon Taff. We will make this contribution enthusiastically.

### **Our Intentions**

To respect the individual learning needs of each learner.

To do all that is reasonable to help each learner achieve a relevant qualification.

To encourage each learner to respect the discipline, and appreciate the value, of learning.

To encourage each learner to seek and respect the professional advice offered by tutors.

To provide appropriate resources for effective learning and teaching.

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**When on a course as a Learner you can expect:**

<b>Commitments</b>	<b>This is indicated by:</b>
A process of initial assessment designed to identify learning needs and acknowledge previously acquired skills and knowledge	Negotiated and agreed Individual Learner Learning Agreement, (ILA).
A process of induction that explains the College's curriculum policy	Published Curriculum Area induction programme. Evidence of implementation of induction programme
Tuition that reflects their level of understanding	A range of appropriate teaching methods; frequent review of each learners progress; agreed individual learning programme
Tuition consistent with course objectives, whether negotiated between learner/ teacher or a requirement of an examining body	Published syllabus; teaching schedule; assessment schedule included in learners files. Minuted termly course team meetings.
Information from their tutor on their progress in a disciplined, supportive and helpful manner	Written comments; oral comments; agreed and written action plan; personal tutorial/ interview as part of planned course structure; termly course reports, where appropriate
Access to academic, career and personal guidance	All learners being informed of College services in respect of: academic, career and personal guidance during induction; full time learners being offered a personal interview with College Careers Officer when and if needed each year. Educational Guidance & Support forms part of the learners curriculum; learners are introduced to learning support during the induction process; initial assessment of basic skills leading to an agreed development programme; development of key skills
Receive supported access to appropriate learning facilities	A survey of learner perception of appropriate support

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The opportunity to gain a recognised qualification as a result of studies at a level that reflects their previous experience and demonstrated potential	Appropriate use of Accreditation of Prior Learning (APL); individual tutorials within six weeks of joining the course to establish the suitability of the course for their needs
Tuition in an environment that is both safe and conducive to effective learning	The Curriculum Area Business Plans.
Produce certain assignments in Welsh where there is relevant Welsh speaking subject specialist	The principles set out in the College Welsh Language Scheme which has received approval of the Welsh Language Board.
Receive information on their progress in a supportive manner as a result of assessments at frequent and appropriate intervals	Written comments; oral comments; negotiated, agreed and written improvement action plan
Know details of assessments well in advance. These should include specific criteria for success and clearly expressed standards	Published assessment programme; balanced assessment programme; one month's notice of major assignments / essays; clearly stated reason for assessment; specific criteria for success given in writing.
Receive feedback soon after the assessment has taken place	Analytical, constructive and supportive comments; return of assessed work with comments and marks within two weeks; marks should follow a common grading system
Know the name of the assessor(s) and the date on which the assessment took place	Signed and dated assessment documentation that runs consecutively.
Receive counselling and / or advice on how they may improve on their performance	Analytical review of performance; agreed strategies for improvement
The opportunity to experience an environment that works to the same standards as the world of work in terms of conduct and competences.	Learning and Assessment Plans, (ILP) where appropriate in course handbook.

### **Guidance & Counselling**

Learners have the right to informed, supportive and timely educational guidance and counselling.

Specialist tutors and advisers will be available to assist learners in choosing the most appropriate study programme.

Learner Services staff, Course Tutors and Careers Advisers will offer help and advice should an alternative course or study programme be required.

Where appropriate, specialist advisers and assessors will assist learners to gain suitable qualifications, or credits towards a suitable qualification, based upon existing skills, knowledge and experience

Learners experiencing personal difficulties that affect their studies will receive prompt help and support (usually within 2 working days) from Learner Services staff.

Learners will be offered help and advice on scope for further study, including Higher Education, by Campus Services staff, Careers Advisers or Course Tutors.

Tutors, Careers Advisers or Learner Services staff will offer advice on job and careers opportunities. A job/careers notice board will be maintained at each site.

All full time learners are informed of college services, receiving a planned programme of careers education and guidance, with access to personal guidance and up to date careers information. This programme will reflect the recommended criteria and learning outcomes stipulated in national standards for careers education and guidance. Part time/ community learners will be entitled to utilise the advice and guidance provided by the careers team within the College.

### **Work Experience**

Where appropriate to the achievement of their learning goals full time learners are encouraged to participate in a programme of work experience, which will be:

- Well planned
- Relevant to the course objectives
- Assessed for suitability
- Provided at a pertinent time
- Provided as an insight to the demands of work
- Contribution to personal development

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- An opportunity to acquire vocational skills, including key skills
- An opportunity to apply skills and knowledge learned at College
- Monitored by College work placement staff
- Reported on as part of the course assessment programme.

Employers offering work placements will be briefed on the above and agreement reached on their particular contribution to the learners learning and assessment

### **Learner Admissions**

Potential full-time learners will receive an interview to decide the course of study best suited to their needs. Applicants will be made fully aware of the admissions arrangements.

Opportunities for learners to view the College and its facilities prior to the commencement of a course will be organised by holding Open Days or by individually arranged visits.

### **Financial Matters**

All full-time further education learners aged 16-18 who reside within the European Union are entitled to free tuition. Where a fee is to be charged, the College will provide information outlining its fee structure prior to enrolment.

Charges relating to examination entries and registration fees, books, equipment and other study materials vary between courses of study. Learners will be made aware of these charges prior to enrolment.

Information about financial assistance such as grants, home-to-college transport and other help is available from Campus Services. This will include government grants, Financial Contingency Funds and other College-funded help

The College will endeavour to supply contact points with other local organisations who provide career and financial advice

Any request for information will be dealt with clearly and promptly. Requests for information and applications for assistance will be answered within ten working days.

### **Student Parliament (Union)**

All learners have the right to free membership of the Student Union.

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All learners are eligible for advice regarding College services such as welfare, career guidance, catering, whether members of the Student Union or not.

All learners will have open access to representation within the College via their elected Parliament/Union officers.

All learners have the right to choose the activities and societies they wish to join.

The parliament attempts to protect all learners from any unfair practice and will not allow bias towards any one particular philosophy.

If they feel that the College Student Parliament/Union has acted unfairly, all learners have the right of appeal, initially to the College Management, and then to an outside authority if not satisfied with the outcome.

### **Welsh Language Policy**

The College is committed to increasing the services offered to learners in the Welsh language and the number of courses taught through the medium of Welsh

### **Overseas Learners**

The College welcomes enquiries from overseas learners.

Overseas learners who have difficulty with use of the English language may be offered language support alongside or prior to starting their main programme of study.

At present, the College has no residential learners' accommodation. However, lists of available accommodation provided by local agencies may be obtained from Campus Services, together with other information for overseas learners.

### **The College & the Local Economy**

The College will continue to develop relevant education and training solutions to meet the needs of the business community and economy of Rhondda Cynon Taff and SE Wales. Particular emphasis will be placed on development of solutions that are more accessible to business through flexible channels for learning, such as work-based programmes and remote learning,

The ongoing development of the enterprise curriculum will equip learners to make a fuller contribution to economic regeneration, through the acquisition and/or development of entrepreneurial skills. Support will also be offered to ex-learners wishing to become self-employed by sign posting to relevant support agencies, assistance with applications

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for scholarships and other relevant advice.

The College will actively develop partnerships with business and the business support community, and work closely with Sector Skills Councils and local networks to ensure a coherent response to local and regional business needs.

The College will be a source of expertise to business to assist the adoption of existing and emerging technologies and associated knowledge base.

### **The College and the Local Community**

The College will play a responsible and responsive part in the life of the community

The College will take into account the needs of the local community:

Learner enrolments will be monitored to provide information on the accessibility and relevance of courses to residents across the whole of Rhondda Cynon Taff.

An annual survey of the views of learners and members of the community will be conducted.

The findings of relevant research projects will be considered and used to inform the College's provision.

### **Complaints Procedure**

#### **General**

Complaints may be made with regard to any matter under College control. You may also receive advice from the College on LEA complaints procedures (for example, about grants) and the procedures of examining bodies.

#### **Informal Complaints**

We recommend that, where appropriate, concerns and complaints be resolved informally. If this is not possible, the College will provide information regarding its complaints procedures, together with contact names and addresses of other organisations to whom you might wish to complain.

#### **Formal Complaints**

Complaints should be in writing and should include as much relevant information as possible. Complainants may occasionally be asked to visit the College to further discuss the complaint.

On receipt of a complaint, a senior member of staff will undertake an investigation and

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decide on appropriate action.

Complainants will normally receive replies to formal complaints within ten working days of receipt within the Principal's office.

### **Appeals**

If the original handling of the complaint is not to the satisfaction of the complainant they may appeal for a review by the Principal.

There may be further rights of appeal or complaint external to the College such as to DfES or an Examinations board. The College operates an open policy in providing these contacts to a complainant.

### **Services**

The College welcomes suggestions and comments on its services. Should you wish to make your views known about the services provided, you should contact Campus Services

### **Quality Assurance**

The College has well-established quality assurance procedures that include:

- A published quality framework updated annually and a quality management year planner.
- A programme of annual review and evaluation at course, curriculum area, functional unit and institutional level.
- A system of internal teacher observations.
- A programme of annual surveys of the views of learners, employers and members of the community.

Annual Quality Reports that will summarise the annual survey, examination results and career destinations of learners as well as reporting on the overall findings of external verifier reports and College inspections.

### **Equal Opportunities Policy**

The College aims to foster and encourage the learning and personal growth of all its learners in a welcoming, accessible and stimulating environment, promoting and celebrating diversity. The College will strive to create an open, disciplined, and caring

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community by emphasising the personal achievement of every learner and staff member, regardless of sex, race, age, disability, sexual orientation, transgender, religion, belief, pregnancy, maternity and paternity.

No employee or job applicant, learner or course applicant, should be disadvantaged or treated less favourably because of conditions or requirements which cannot be justified. The College will seek to make reasonable adjustments to its arrangements and premises with a view to avoiding any disadvantages for persons with a disability. Action will be taken to ensure that individuals are treated equally and fairly.

In particular the College will support those with learning difficulties and disabilities through a network of staff trained to identify issues and provide support.

The College will not tolerate any form of behaviour or activity that discriminates on the grounds of sex, race, age, disability, sexual orientation, transgender, religion, belief, pregnancy, maternity and paternity, marriage and civil partnership and unrelated criminal convictions.

For more information email us at [college@morgannwg.ac.uk](mailto:college@morgannwg.ac.uk)