

# PARENTS AND CARERS GUIDE

A guide for **parents** and **carers** of **young people aged 16-18** studying at Coventry College.



# Welcome to Coventry College

## Message from the Principal and Chief Executive Officer

We would like to welcome you to Coventry College and look forward to working with you as your young learner embarks on this exciting journey. Young people choose to come to Coventry College for lots of different reasons – to develop skills in a particular vocational or subject area; to progress to higher education; to improve their employment prospects or to get back into education after a break. Whether a young person's goal is to progress in their chosen studies or develop skills for work and a career, we are committed to meeting their individual needs and ensuring achievement and progression.

You can be assured, as a parent or carer, that we have the best interests of all our learners at the heart of everything that we do, through the promotion of high aspirations and high expectations for all our learners and staff. We know that you will want your young learner's time at college to be enjoyable and successful; it is an exciting time but it can also be an apprehensive time. This booklet has been produced to help you understand how the College works and to help us provide the very best opportunities.

At Coventry College, there are a host of educational facilities and support services to help young people achieve their goals and learners have access to a comprehensive and professional range of information, advice and guidance. In addition, our staff have rightly earned a fantastic reputation for their subject knowledge, teaching expertise and respect for all learners.

We want you to be involved in your young learner's studies. It is important that you are informed and in a position to support them at this critical stage in their life.

I hope that by working together we can make it much easier for your young learner to enjoy the opportunities of college life and be successful.

### Carol Thomas

Principal and Chief Executive Officer



## Our purpose

**Coventry College will provide exceptional education, skills and training to meet the needs of individuals, business and communities.**

**We will achieve this by creating:**

- A curriculum that anticipates and meets the needs of learners and employers.
- A strong apprenticeship provision in line with government ambitions and job priorities.
- A first-class education and training experience enabling progression in to employment or higher levels of training and education.
- Strong, productive partnership-working to deliver positive outcomes for learners.
- A safe and inclusive culture of mutual respect and fairness, which celebrates and values equality and diversity.
- High quality information, advice and guidance that supports personal and professional goals.
- Financial resilience that generates capacity for investment in the learner experience and new services.
- Strong bonds with the communities that the College serves.

## Our vision for 2018-21

**Coventry College will provide exceptional education, skills and training that impacts by:**

- Transforming lives
- Enhancing business
- Enabling communities

## Our values and behaviours

**We can only achieve our vision if it is underpinned with a set of core values, which we believe to be our drivers for success. These are:**

- **Learner first:** high aspirations and high expectations for all learners that supports and challenges each learner to learn, develop, progress and succeed.
- **Excellence:** we will strive for excellence in all our work, enabling our learners to realise their full potential in a positive, inspiring and caring environment.
- **Inclusivity:** our College will be open to all learners, offering a safe environment and celebrating the diversity of our community and the success of our learners.
- **Teamwork:** we will work collaboratively to deliver our College's vision, mission and values.
- **Trust:** we will value our staff, learners, stakeholders and partners, promoting mutual respect and a culture of openness, personal responsibility and accountability.
- **Transparency:** we will engage with all stakeholders, consulting and seeking their input and welcoming feedback to support growth and improvement.



## Coventry College Pledge 2020-21

### Coventry College will provide:

- A safe, supportive and friendly learning environment
- The promotion of equality and respect and the celebration of diversity
- Opportunities for everyone to share their views
- Consistently high aspirations and expectations
- Inspiring teaching and learning to support achievement and progression
- High quality facilities, equipment and support
- Access to advice on careers, finance, health, wellbeing and personal development
- Access to a range of teaching, learning and assessment methods to suit flexible learning and the effective use of technology to support learning

### As a learner at Coventry College you will:

- Set high expectations and aspirations for yourself
- Take every opportunity to get the most out of college life
- Take responsibility, attend regularly and on time
- Follow the College policies and procedures; they are there to keep you and others safe and on track, especially those that are in place to support social distancing and the health and safety of all our staff and learners
- Be positive about the range of flexible teaching, learning and assessment methods available and let us know when you need help and support with blended learning or using technology
- Help the College to improve by giving your considered views
- Respect others - their values and beliefs and their right to learn
- Keep yourself and everyone else safe. Let us know if anyone is at risk of harm



## Working with Parents and Carers

There are several ways the College will keep in touch with you throughout the academic year and give you an opportunity to discuss your young persons progress, these include:

- **A welcome event** will be held during the first term of the academic year which is an opportunity for parents and carers to look round the College facilities, meet staff and find out more about what we offer and expect of learners.
- **A progress event** during the year which will be an opportunity for you to discuss the progress of your young person. If your young person is under the age of 18, you will also receive a copy of their Interim Progress Review which will highlight their progress.
- **Two newsletters** issued to parents and carers throughout the academic year keeping you informed about the life of the College.
- At the end of the academic year, most programme areas will hold a **celebration or awards evening** that you will be invited to attend.
- **It is college policy that staff may contact named parents and carers of learners under the age of 18 to discuss academic progress, attendance and conduct.** As part of GDPR expectations, a learner who does not wish the College to make such contact can apply for an exemption to this. Such applications are rare, however, and you can expect to hear from college staff if any issues or concerns arise. Similarly, we would like to keep you informed of good behaviours, excellent academic progress and things to celebrate.

**GDPR:** The General Data Protection Regulation (GDPR) is a legal framework that sets guidelines for the collection and processing of personal information from individuals who live in the European Union (EU).

Contact us for further information on **02476 932 932** or email **hello@coventrycollege.ac.uk** if you have any questions you'd like to talk through.

You can also sign up for regular updates from the College on our website: **www.coventrycollege.ac.uk/parents**



## Some of the ways we support our learners:

### Personal Tutor

Every learner has a named personal tutor, usually a teacher who is involved in their teaching. This person has special responsibility for overseeing all aspects of an individual learner's programme. They are the first port of call for pastoral and welfare matters, as well as monitoring academic progress.

If you have any queries relating to your young person's progress, then you should contact the personal tutor. Their contact details can be obtained by contacting the College.

### Learner Services

Coventry College has a wealth of support and guidance to help learners achieve, including:

- Welfare and mental health and wellbeing support.
- Information, advice and guidance for career and progression.
- Information and advice about learner funding.
- Help and support for learners with any additional needs and specific learning difficulties.
- Learning mentors and achievement coaches.
- A college nursery to help with childcare.

### Information on Learner Funding

The College also manages its own discretionary Learner Support Funds to help learners with additional costs. This includes travel costs, uniforms, equipment, books and childcare costs for learners. The Learner Support Funds are means tested and learners have to meet the required eligibility criteria for family income and residency.

### Study Programmes

Coventry College aims to maximise the potential of young people to progress onto further or higher education, training or employment. In order to achieve this, all learners on full time programmes, aged 16-18, will study a programme that incorporates the following elements:

- Their chosen vocational or academic qualification.
- English and Maths development, working towards GCSE if this has not already been achieved at grade 4 or above.
- Work placement and/or and work preparation activities.
- Opportunities to take part in enrichment and enhancement activities.

### Tutorials and Personal Development

There is a full time learner entitlement of tutorials – made up of both academic and group sessions. Individual sessions track academic progress, identify any issues or problems that may be affecting achievement and set targets for learners to enable them to complete their qualifications, through the use of an Individual Learning Plan (ILP). Group sessions include, advice on careers, progression onto further programmes, study skills, and stretch and challenge weeks, to help learners improve their work. A more flexible approach is adopted for part time learners where the main subject teacher will also act as a personal tutor to meet learners' individual needs.

All learners, whether full or part time, will share certain features of tutorial provision, for example, an induction to the College, its Learning Hubs and its virtual learning environment. They will receive programme handbooks, and find out how they can access support services. In addition, all full time learners will receive an Interim Progress Report from their tutor half way through each year of their programme. This will give an indication of what has been achieved so far, as well as what their predicted outcome will be for the programme as a whole.



### Equality and Diversity

Coventry College recognises that learners and staff come from a variety of backgrounds and believes that a diverse community is a valuable asset to the College. All forms of prejudice and discrimination are unacceptable. We are committed to the active promotion of equal opportunities and will seek to ensure that it is an integral part of college life. No person will receive less favourable treatment on the grounds of gender, race, nationality, disability, age or sexual orientation or beliefs.

### Attendance

The College expects learners to attend all their classes. Valid reasons for not attending will be authorised and will not affect attendance records. Your young learner has been supplied with a detailed list of reasons for authorised absence. Absence will only be authorised if the reason is explained in advance of the day of absence. An unauthorised absence could affect any financial support your young learner may receive e.g. Learner Support Fund. All absences will be reported to the parents or carers of learners under the age of 18 unless notification has been received in writing in advance.

### Behaviour and Safeguarding

The College does not tolerate poor or unacceptable behaviours that may threaten the safety of others. Any such learners will be subject to the College disciplinary process and could be excluded from college. If you are aware of anyone threatening your young learner's safety, please inform the College immediately.

We are actively committed to safeguarding and promoting the welfare of children, young people and any vulnerable groups within the College community, and we expect all our staff to share this commitment. The College has a Safeguarding Policy which details our commitment and responsibilities in relation to safeguarding, which can be found at: [www.coventrycollege.ac.uk/key-policies-and-procedures/#Safeguarding](http://www.coventrycollege.ac.uk/key-policies-and-procedures/#Safeguarding). In implementing the policy, the College works with local services and professionals to safeguard and promote the welfare of our learners.

All learners at Coventry College are given ID cards when they enrol. ID cards must be worn visibly at all times while on college premises and learners will have to use their ID badge to enter and leave the College. By asking learners to wear ID badges we can ensure that people who should not be in the College and could pose a risk to safety are not allowed on the premises. CCTV cameras are in operation inside and outside the College for security purposes. Images and sound are being recorded for the purpose of crime prevention and public safety.

### Smoking

Smoking is only allowed in designated areas outside and away from the College buildings. Smoking is not permitted inside the College buildings or near the entrances. For those learners who smoke and want to give up, we offer regular smoking cessation programmes, contact Student Services for details.

### Use of Computer, Internet and Email Facilities

All Coventry College learners have access to computers in college and these are to be used for educational purposes only. The College reserves the right to check allocated network space, cookies, emails, computer activity and internet use. In addition, the College has installed monitoring software and keeps a log of all learner activity and sites visited. The following activities are strictly prohibited: chat rooms, games, pornography, offensive material, downloads and installation of unlicensed software.

### Learner Liaison

There is a wide range of opportunities available to the learners at Coventry College, by signing up to an event or activity learners will be able to make new friends, develop skills, build confidence and have fun as well as enhance their learning experience and prospects. Learners can pop in to the Social Hubs at any time to discuss the wide range of opportunities that are available to learners.

Sign up for regular updates from the College on our website:  
[www.coventrycollege.ac.uk/parents](http://www.coventrycollege.ac.uk/parents)



# Facilities

## City Campus

### Canteen

The canteen is based in South building on the second floor and is where you can get hot food at brilliant prices, vending machines and even a Starbucks coffee. The canteen serves breakfast and lunch during term time and is the place to go to collect your meal if you're eligible for free lunches.

### Learner Services

Learner Services are based on the ground floor of the South building, so if you ever need any help, guidance, support or have any questions that need answering, this is the place to go. We have a dedicated Careers Advisor at each campus and you'll be able to find them in Learner Services if you need to book in for a session with them. Learner Services will also be on hand to help with things like CV writing or replacing your Learner ID card if you lose yours.

### Learning Hub

Also based in the South building at City Campus is the Learning Hub, the place to go if you need to use a computer to complete coursework or borrow books to help with your programme.

### Salon Fifty

Salon Fifty is a fully functioning hair and beauty salon, offering haircuts, colours, massages, waxing and much more at a fraction of the cost of going to other salons. All treatments are done by our current Hair and Beauty learners, who - under the supervision of fully trained staff and tutors - enhance their learning by training on real life clients.

## SALON FIFTY



## MEDIA STUDIO



## LEARNING HUB



## Henley Campus

Based in one building, with a smaller, dedicated block for Higher Education, the Henley Campus has a large atrium with a Starbucks Coffee Cart and seating for those looking to sit back with a coffee or meet friends.

### Learner Services

The Learning Hub is accessed through the atrium and has computer desks, as well as areas to study and a growing selection of books relating to the programmes we run. Dedicated Learner Services, Finance and Learning Support are based at the entrance to the campus and the team are available to help discuss any support you may need.

### Fitness Centre

At Henley Campus you'll find our outdoor fields and AstroTurf pitches, as well as the large indoor sports hall and fully equipped fitness centre. There's a small monthly cost to use the gym, but all learners are welcome to join whether they're studying a sports programme or not.

### Henley's Restaurant

Our Catering and Hospitality Programmes are based at Henley Campus and utilise the fully functioning Henley's Restaurant to get real life experience of working in a restaurant. Open to the public, staff and learners, you can buy a freshly made hot meal or grab a snack from the Bistro at a fraction of the cost of eating out elsewhere. All food served at Henley's Restaurant is prepared and made by our current Catering learners.

Henley's Restaurant isn't the only option for lunch at this campus, there's also a canteen which, like City Campus, sells hot breakfasts and lunch as well as wraps and sandwiches. Alongside there's a small shop selling crisps, cold drinks and snacks.

## HENLEY'S RESTAURANT



### Social Centre

The social centre at the Henley Campus is based in the outside courtyard, accessible opposite the canteen, and much like at City Campus there are lots of activities such as pool and table tennis that you're able to make use of between lessons. It's a place where learners are encouraged to go to eat and be social with friends, you're welcome to bring food from offsite into the social centre too.

### First Friends Nursery

First Friends is a purpose built, 60 place nursery where our staff are passionate about providing high quality early years education. Our highly qualified nursery team provide a warm and inviting setting which helps children settle in quickly.

We pride ourselves on taking the time to get to know each child, to bond with them and identify their strengths and areas that need scaffolding to support their progress. The First Friends team is well established and have dedicated areas of knowledge which is all backed up by continual professional development, allowing us to offer the most up to date information to parents.

## THE FITNESS CENTRE



# Your questions answered...

## What involvement will I have as a parent or carer?

We try our best to include parents and carers as much as we can from the very start. Once the learner in your care has applied we will invite them to a Potential Learner Day, which you are welcome to come along to as well. At these days, there will be tours of the campus, you'll be able to meet key members of staff and ask any questions you might have.

## What learning support is on offer to learners?

Once we have received an application, our learners are invited to a one on one interview. This will help establish what support is already in place and which, if anything, needs to be put in place to aid the learner. All elements of support on offer will be discussed and an agreed plan will be put in place.

## What financial help is available to learners?

As a college we are awarded a limited amount of money to help support learners in need of financial support. This is mainly used to help learners with transport costs, equipment and materials, after an initial payment has been made, further payments are subject to good attendance and behaviour. Learners may be eligible to claim a bursary fund to help with their studies.

## Who can learners turn to for help with other issues?

We have a dedicated team based at both our City and Henley Campuses, who are there to listen and support any learners who are experiencing any problems, inside or outside of college. One of our main aims is for all learners to be happy and enjoy their time at college and have a range of services to assist them including, personal tutors, learning mentors and achievement coaches, the safeguarding team and learner liaison officers.



## What transport is there to get to college?

There are car parks at both campuses, if learners are able to drive. There are train and bus links into Coventry, which bring you into the city only a few minutes' walk from the City Campus. There is also a bus route that goes past the Henley Campus.

## What happens after college?

Learners can take a variety of pathways once they have completed their programme, such as continuing into Higher Education at our campuses, going to University or starting an apprenticeship. We have dedicated Careers Advisors at both campuses available to give advice and guidance.

## Can learners still go to University with a BTEC vocational qualification?

Yes! Depending on what qualification and grades a learner achieves will be dependent on how many UCAS points they gain. A BTEC National Extended Diploma is the equivalent to 3 A-Levels and is highly valued by Universities. Providing practical skills and experience alongside theoretical understanding helps set learners on the path to study at University or go into employment in their chosen subject area.

# Keeping in touch...

## Your Views

Coventry College takes the views of learners very seriously and invites learners to give feedback on various aspects of college life throughout the academic year using surveys, focus groups and meetings with learner representatives. Representatives are appointed by peers, to represent the views of all the learners on their programme. They meet regularly with the Principal of the College and feedback on issues raised is shared with them.

We also value parents and carers' views. Any comments and suggestions on how the College can make improvements to its services can be made in any of the following ways:

- Make the suggestion to a member of staff
- Complete a suggestion card available from the College reception

## If You Have a Complaint

The College is committed to listening and responding to the views of all users of the College. If you have a complaint to make about any aspect of the College you should, in the first instance, speak to a member of staff at the College and give them the opportunity to rectify the situation.

If you have spoken to a member of staff (usually your young person's tutor) about your concerns but feel that you would like to take the matter further, you can e-mail or write to the College, outlining your complaint. The College will respond within 10 working days.

Contact us for further information on **02476 932 932** or email [hello@coventrycollege.ac.uk](mailto:hello@coventrycollege.ac.uk) if you have any questions you'd like to talk through.

You can also sign up for regular updates from the College on our website: [www.coventrycollege.ac.uk/parents](http://www.coventrycollege.ac.uk/parents)



**City Campus**

50 Swanswell Street,  
Coventry, CV1 5DG

**Henley Campus**

Henley Road, Bell Green,  
Coventry, CV2 1ED

**[www.coventrycollege.ac.uk](http://www.coventrycollege.ac.uk)**

02476 932 932

[hello@coventrycollege.ac.uk](mailto:hello@coventrycollege.ac.uk)

