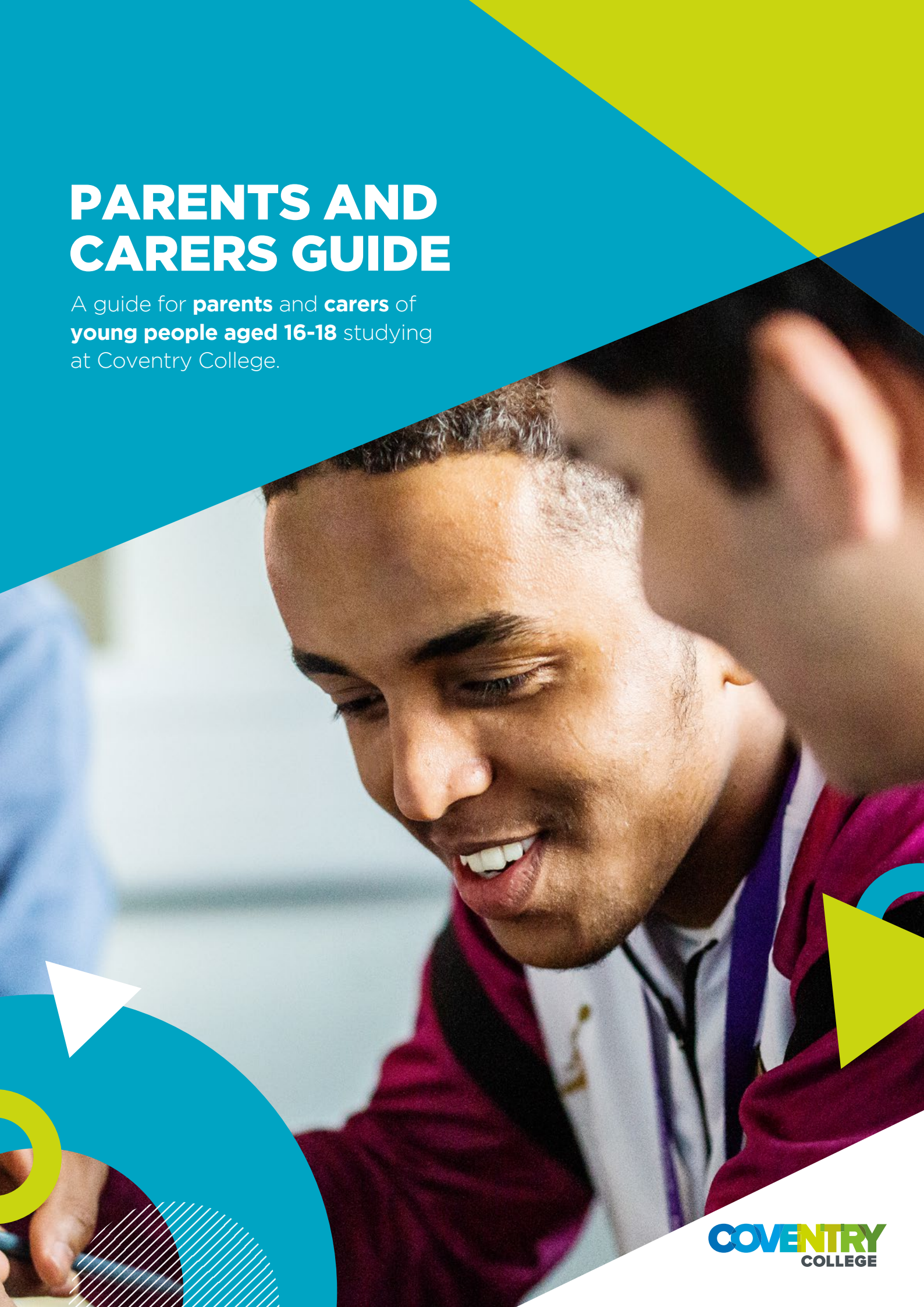


PARENTS AND CARERS GUIDE

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 Ambition

To help young people and adults to aspire to change their lives and those of their families and to help businesses to improve and grow; and through that work, strengthen the communities in which they work.

Our Strategic Aims

Together we will:

- Deliver excellence in teaching, learning and assessment which ensures highly successful outcomes for learners.
- Provide a broad, inclusive and responsive curriculum offer that meets the needs of learners, employers and partners.
- Maximise the talent, expertise and performance of our staff, supporting individual and team growth and development.
- Secure and maintain a position of strong financial health, to ensure we can secure the financial investment required to create a high performing college.
- Exploit opportunities and develop partnerships for the mutual benefit of learners, employers and the community we serve.

Our Values

Our core values express what the College stands for and how we will conduct ourselves as an organisation.

- **Learner first:** We will put learners at the heart of everything that we do and have high aspirations that support and challenge everyone.
- **Inclusivity:** We will be open to all learners, offering a safe environment that celebrates diversity.
- **Excellence:** We will strive for excellence in all aspects of our business, enabling everyone to realise their full potential in a positive, caring and inspiring environment.
- **Trust:** We will create a culture of trust and demonstrate value for our staff, learners, stakeholders and partners.
- **Transparency:** We will engage with both internal and external stakeholders, seeking input, welcoming feedback and reporting openly with clarity to continuously improve our performance.
- **Respect:** We will demonstrate respect for each other within our college community and with external stakeholders to build trust, confidence and wellbeing.

Our core values underpin our strategies, policies, objectives and procedures by providing a basis and a reference point for everything we do.

These values and beliefs will guide our conduct and that of our learners.



COVENTRY COLLEGE PLEDGE

At college we expect learners to be:

READY to learn

RESPECTFUL to all

SAFE in college

What learners can expect of us:

- ▶ A safe and inclusive learning environment
- ▶ Tutors will create engaging and inspiring lessons that will help everyone succeed
- ▶ Staff will be helpful and support learners when they need it
- ▶ Feedback that will help you to improve your work

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:

- **Two progress meetings** 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 Support Practitioners and Personal Development and Wellbeing Coaches.

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 Hub 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/policies-and-procedures**. 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 Learner 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 speak to the Student Enrichment Officer 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



Facilities

Canteen

There's a canteen in the South building where learners can get hot food at brilliant prices, vending machine snacks and even a Starbucks coffee. The canteen serves breakfast and lunch during term time and is the place to collect meals for those that are eligible for free lunches.

Learner Services

Learner Services are based on the ground floor of the South building, so if your young person ever needs any help, guidance, support or has any questions that need answering, this is the place to go. The team includes the Head of Learner Services, Pastoral Manager, Personal Development and Wellbeing Coaches and a Student Enrichment Officer. They work with learners to offer a positive wellbeing service to support their college journey.

Additional Learning Support

We pride ourselves in offering high quality additional learning support to students with disabilities, learning difficulties, and neuro-diverse profiles. The ALS team consists of a Manager, an Administrator, several ALS Co-ordinators linked to curriculum areas and a large team of learning support practitioners.

Learning Hub

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

Alan Higgs Centre

Located in Coventry city centre, the Alan Higgs Centre is a state-of-the-art sports facility which boasts a 50-metre Olympic swimming pool, along with new indoor and outdoor 3G football pitches. Sports and Public Services learners will have full access to the facilities to support their learning.

Motor Vehicle Training Centre

Our specialist Motor Vehicle training centre gives learners the chance to fine tune their skills using our industry standard facilities and equipment.

Media and Recording Studios

Our state-of-the-art studios are designed to allow learners to develop the essential skills they need for a successful career in media, music or the creative industries.

Construction Area

Our purpose-built outdoor construction area gives all budding builders, carpenters, plumbers and painters and decorators the chance to hone their skills in a real-world environment.

Art Studios

Our dedicated spaces allow those with an artistic flair to develop their creativity in photography, fashion, graphics, art and design.

Dance Studio

Learners can put their moves into practice in our dance studio, which is fully equipped with floor to ceiling mirrors and ballet bars.

Theatre

Utilised for practice and performances, our theatre is the perfect space for our Performing Arts and Musical Theatre students to develop their passion for performance.





OUR CAMPUS IS BASED IN THE **HEART OF COVENTRY CITY CENTRE**, BEING ONLY A SHORT WALK INTO THE MAIN SHOPPING AREA...

SALON FIFTY



NORTH FOYER



MEDIA STUDIO



THEATRE



ALAN HIGGS 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, learners are invited to an 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 on campus, 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, wellbeing coaches, achievement coaches, the safeguarding team and the enrichment officer.



What transport is there to get to college?

For learners that will drive to college, there is a car park on campus. There are train and bus links into Coventry, which bring you into the city only a few minutes' walk from the college 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 the College, going to University, starting an Apprenticeship or moving onto employment. We have dedicated Careers Advisors on campus available to give advice and guidance.

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

Yes! The qualification(s) and grades a learner achieves will determine how many UCAS points they gain. A BTEC National Extended Diploma is 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** if you have any questions you'd like to talk through.

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