



Parent Charter

Reaseheath College and University Centre is committed to ensuring our learners are industry focused and career ready by supporting them to develop the knowledge, skills and behaviours they need to be active and responsible members of the community and achieve in their chosen career. We have developed a charter for parents and carers of students and apprentices, under the age of 18 and our students with Education, Health and Care plans (EHCPs) up to the age of 24. This sets out how we will work with you, in supporting your young person during their time at the college.

For parents or carers of learners and apprentices, we will:

- make available accurate and reliable information about the college and its programmes of study
- encourage you to visit the college, meet staff, attend open days and accompany your young person at interview and arrange support if required
- provide on request information about your young person's timetable, assessment and assignment schedule
- provide information about your young person's performance in a termly report to parents and one virtual parents' evening a year
- provide reports in other languages if requested
- contact you if your young person's attendance, timekeeping, performance or behaviour gives cause for concern
- send you key information, such as key contacts and telephone numbers, at the beginning of the course
- contact you if your young person is unwell or injured and needs to be collected from college
- respond to information you give to us about any individual needs you or your young person might have, for example access, disabled parking or requirements for emergency evacuation assistance

To support us in ensuring your young person attends, achieves to the best of their ability and is able to progress, we ask that you:

- promote and encourage 100% attendance and contact us directly if there is a reason for non-attendance
- encourage your young person to attend college with the correct uniform or appropriate professional clothing, kit and equipment and **always** with an ID badge for the correct academic year
- contribute to the purchasing of additional ID cards if your young person is unable to
- refrain from booking holidays in term time and **never** during exam periods
- return all consent forms to us promptly
- make every effort to attend meetings that have been arranged and contact us beforehand if you are not able to attend
- never enter the college premises without a pre-arranged appointment and always report to reception on arrival for an appointment
- attend the scheduled parents' evening or make alternative arrangements
- ensure any college kit and equipment is returned in a timely fashion

For parents and carers of students under 18 years living in Residential Accommodation, we will:

- provide clear information about residential accommodation, supervision arrangements and support available outside of teaching hours
- maintain regular contact where there are concerns regarding attendance, welfare, behaviour, health, wellbeing or safeguarding
- provide details of key residential staff and emergency contact arrangements
- inform you promptly of significant incidents affecting your young person
- support safe travel arrangements between college and home
- provide information about leaving and returning procedures, including weekend and holiday arrangements
- ensure residential students have access to suitable welfare, safeguarding and health and wellbeing support services

We ask parents and carers of residential students to:

- keep emergency contact information up to date
- notify us promptly of changes to travel, accommodation or family circumstances
- support agreed arrangements for weekend and holiday travel
- confirm safe arrival home when requested
- work in partnership with us where welfare or safeguarding concerns arise
- ensure any required residential consent forms are completed promptly

Reaseheath College and University Centre takes a firm stance on all violence and aggression. This is for the protection of all college staff but also for the protection of our students, their families and visitors to the site.

Reaseheath College and University Centre aims to provide all students with every opportunity to succeed by providing the opportunity to attend, achieve and progress and we treat all students and their families with respect and dignity, which is what we expect for our staff in return.

We will not tolerate abusive language or threatening behaviour against any member of staff. Such behaviour may result in the offender being denied access to the college and/or further measures as appropriate.