

Linkage Community Trust Policy Manual



Policy number	4.34
Subject	Service Users – Student Charter
Directorate responsible	EDUCATION
Date last reviewed/by whom	November 2012 / Sally Warr Learner Engagement Manager
Date to be reviewed	November 2017
Date of Equality Analysis	November 2012

Policy

As far as Linkage is concerned, the student is the most important person in the college. The existence of a Student Charter is evidence of Linkage's commitment to learner-centred education. The charter is available as Easy Read (Appendix 1).

Procedure:

We want to provide the best experience for the student, so we ask for your cooperation and help while we aim to:

1. Treat Students as Adults

This means talking to them as adults. It also means being honest and open and asks them to behave as adults and think about what they do.

2. Help Students Learn from their Mistakes

We expect students to make mistakes - failing is part of learning. We will help them learn from their mistakes.

3. Treat Students Fairly

This means listening to what students have to say. It also means listening to all sides of a problem.

4. Tell Students the Rules

We don't have many set rules and all of them are to protect students' safety.

5. Try to Stop Bullying

We ask students to tell us about being bullied so that we can help the person being bullied. We also want to help the bully to stop doing it.

6. Provide a Choice of Food at Meal Times

We provide for most people, but if a student does not like something, they should tell a member of staff. (See policy 4.27 Religious & Cultural Observance for further advice).

7. Teach Students about Work and Learning

This means trying to help students know what it is like to be at work. We will try to help students do well at work. We will try to help students learn at their own pace.

8. Provide Spending Money

We will help students to learn to spend money carefully. Students need to keep the money safely at all times.

9. Supply Lockable Wardrobes

All of the wardrobes have locks, but the students have to keep the key safely and securely on them. Students should make sure the wardrobe is locked when they are not there.

10. Provide some Privacy from other Students and Staff

All staff and students are expected to knock before going into a bedroom and wait for a 'Come in'.

11. Provide a Choice of Leisure Activities

We offer a lot of different activities in the colleges e.g. pool, football, netball, table tennis, arts, crafts and board games; we also have trips out to the swimming pool, leisure centres, youth clubs and the cinema. We will listen to any ideas from students.

12. Give Students a Chance of Work Experience


This means working in a local town, in an ordinary work place, beside ordinary workers.

13. Teach Students Self Care, Self Help and More Independence

We teach the students to learn for themselves. The students learn, at their pace, as much as they are able. A willing student will learn even more.

14. Encourage Friendships

We will help the students learn to make friends and keep them.

Signed:	
Position:	Director of Education
Date:	01 September 2014