



Palmer's
COLLEGE

COLLEGE CHARTER 2010/2011



Introduction

Welcome to Palmer's College. This booklet is intended to help all members of the community know what they can expect from Palmer's College. In particular, it indicates the standards of service the College aims to provide, which gives all students the opportunity to be successful. Additional details and further College publications can be requested from the College's Marketing Department or downloaded via the College's new website.

The College mission statement

Palmer's College is committed to serve its community through excellent teaching and support for all students. The College aims to ensure that, in their pursuit of learning, students are enthusiastically engaged and successful in the achievement of their goals. It aims to widen their aspirations to take full advantage of a more globalised, inter-dependent world.

Background information

Palmer's is a successful Sixth Form College that specialises in full-time courses for 16-19 year olds. We also offer a full programme of activities at the Palmer's Sports & Fitness Centre, which is run as an independent fitness centre. There are over 80 courses to choose from at three different levels. These include AS and A2 levels, BTEC National Diplomas, BTEC First Diplomas, Business Technology, GCSEs and a range of enrichment courses. New courses offered for 2010 include:

- New Diploma in Business, Administration and Finance,
- New Diploma in Creative and Media
- New Diploma in Society, Health and Development
- A-Level Classical Civilisation

Teaching staff at the College are grouped within four faculties. These are :

The Arts

Business Education & Sport

Humanities

Maths, Science & Computing

The College is proud of its past, achieving its Sixth Form College status in 1971 as the result of the amalgamation of three established local schools. However, its history can be traced back to the original foundation by a London merchant, William Palmer, in 1706. He established a fund “to teach ten poor children of the parish to read, write and cast accounts and to instruct them in the Latin tongue”.

The William Palmer College Educational Trust continues to play an important part in the life of the College and there are many outstanding examples of how the building and the curriculum are enriched by the Trust for the benefit of all our students.

Sport & Recreation

The College has excellent sports facilities including a sports hall, squash courts, fitness gymnasium, all-weather hockey, football and tennis pitches and extensive playing fields. Students are able to participate in recreational sport and/or play for one or more of the many College teams. They are also able to join the Sports Centre which is open to the public at the times published in the Centre’s literature. This is available on request by telephoning 01375 898613.

Help & Advice

For general help and advice please contact the College directly:

PALMER’S COLLEGE
CHADWELL ROAD
GRAYS
ESSEX
RM17 5TD

telephone: 01375 370121

fax: 01375 385479

e-mail: enquiries@palmers.ac.uk

website: www.palmers.ac.uk

For all published information,

Please contact Alison Ross,
Assistant Principal (see page 4 for details)

Principal

Mark Vinall



Contacts

For special advice please contact the people as listed below.

Admissions:

Alison Ross
Assistant Principal

Curriculum and Courses:

Sue Davis
Assistant Principal

Student Support & Guidance:

Pauline Johnson
Student Services Co-ordinator

Sue Martin
Student Support Manager

Careers And Higher Education:

Judith Barras
Head of Careers

Examinations:
Jackie Watts
Examinations Officer

Transport:
Gary Redman
Facilities and Estates Manager

***NB:** All of these staff can be contacted using the address or telephone and fax numbers listed on page 3.*

Members of the Corporation

The Corporation sets the general strategy and framework within which the College operates. The responsibilities of members, and the composition of membership, are defined in the College's Articles of Government.

Corporation members can be contacted by writing to the individual member at:

c/o The Corporation of Palmer's College
Palmer's College
Chadwell Road
Grays
Essex
RM17 5TD

Members of the governing body:

Clive Attwood (*Chairman*)
Clive Banbury
Cliff Carter
Jennifer Carter
Arthur Clarke
Bryan Coker
Norman Harris
Roger Key
Sam Martin (*Vice President of the Student Executive*)
Rajan Mohile
Tola Oshunremi (*President of the Student Executive*)
Geraldine Perks
Frank Smith
John Vesey
Mark Vinall
Diane Wadey

Ensuring quality

The College is pledged to providing the highest standards of service in all aspects of its work. We will endeavour to accomplish this through our quality assurance system, which sets College standards, specifies both what actions are to be taken and how these will be monitored. The system is overseen and regularly audited by the College's Quality Audit Group.

Admission to College Charter Pledge (1)

All students will be provided with appropriate information, before entry and on entry, relating to the College and the courses they intend to follow.

To be accomplished by:

- providing pre-entry careers and course guidance through:
 - appropriate information contained in the College prospectus, course directory and subject leaflets
 - information activities including College Information Evenings for Year 11 pupils and parents
 - Open Evenings (October and January) and Subject Taster Week
 - full co-operation with Connexions in preparing pupils for post-16 choices.
 - access to the College's own Careers and Guidance services
- providing pre-course interviews
- giving access to a GCSE "hotline" for late course consultation prior to entry to College
- involving students in enrolment and induction processes at the beginning of the course to confirm choices and enable students to settle quickly
- ensuring students have appropriate information and guidance to move to new courses in their second year, particularly from AS to A2

- providing students with the College diary outlining regulations regarding general conduct, equal opportunities and other important organisational and administrative matters
- entering into the Learner Agreement, which identifies College and Student commitments
- providing full details of what is expected of students in terms of behaviour, safety matters and commitment to study. This is to be accomplished via the induction programme and through the College's Code of Conduct and Courtesy Code

Charter Pledge (2)

The College aims to ensure that all applications for admissions are processed fairly and efficiently.

To be accomplished by:

- making available opportunities to help students apply for the most appropriate courses. This will include providing relevant printed information and collaborative arrangements with schools and the Careers Service
- acknowledging the receipt of an application
- interviewing applicants after receipt of the 'confidential' reference from their present school and informing them of the decision about their place

- providing overseas students with any additional information they may require regarding fees, and advice as to the availability of language support
- providing details of the Admissions Appeal process for anyone who feels their application should receive additional consideration
- providing advice and guidance regarding:
 - Unitary Authority discretionary and mandatory maintenance awards
 - Education Maintenance Allowance (EMA)
 - College Access Grants
 - Transport Grants
 - eligibility for welfare benefits via Social Services

Fees & Financial Support Charter Pledge (3)

Students will be provided with details of all fees relating to attendance at the College and course costs, where applicable. In addition, they will also be made aware of possible financial support available to them, should they be experiencing financial hardship.

To be accomplished by:

- providing details of any payments for Under 19 United Kingdom & European Union students which are published in the College Prospectus and Diary. Individual subject departments will also provide appropriate information regarding costs in their areas
- providing separate tuition fee details for over 19 and overseas students, including exemption categories and discount arrangements



Teaching & Learning Charter Pledge (4)

The College aims to provide an appropriate programme of courses for each student and will ensure that the standards of teaching and the learning opportunities provided are of the highest level.

To be accomplished by:

- entering into a learner agreement with the student, outlining both student and College commitments
- ensuring that a highly qualified teaching and support staff are fully prepared and committed to the delivery of their programmes. This is to be achieved through a framework of continuing professional development, annual professional review, lesson observation and the monitoring of the effectiveness of teaching methods by Curriculum Managers and senior staff
- having departmental schemes of work which set out how the course leads to relevant qualifications and including statements on how students can learn and study. The effectiveness of the delivery of the curriculum is monitored via departmental team meetings which are held at least half-termly
- providing each student with a course guide which gives them information regarding the subject material to be covered, the types of work involved, how the course is assessed and tested, and the marking schedules for different kinds of work
- providing students with appropriate guidance for effective study and opportunities to develop required skills through tutorial and subject induction programmes
- monitoring students' progress and providing opportunities for individual target setting through subject and tutor interviews, held at the beginning of the course and then at least once per term
- ensuring the quality of teaching and assessment through regular course team meetings and cross-moderation activities
- entering students into appropriate examinations and/or unit tests and providing a comprehensive and efficient examination administration system that includes a full results service
- providing College reports on course progress which are available for student/parental consultation
- providing additional learning support, where appropriate, to assist students overcome a variety of learning problems. A system of screening and assessment is in place. Teachers/ personal tutors and students themselves have access to specialist staff, as identified in the Student Planner
- conducting perception surveys of student opinion, regarding teaching and learning

Learning Difficulties & Disabilities

Charter Pledge (5)

The College will provide consultation and advice for anyone wishing to attend its courses. Thereafter, it will offer appropriate support and guidance to students with learning difficulties and disabilities and assist with their integration into the life of the College, in line with the College's Disability Statement.

To be accomplished by:

- helping students to identify the most suitable courses for their needs
- providing appropriate staffing and support to ensure students gain the most from their courses
- making arrangements for access where it is reasonably practicable and identified in pre-course consultation and can be met from College resources
- addressing enquiries regarding learning difficulties and disabilities to Sue Martin, Student Support Manager. The College's Disability Statement is available on the website



Equality & Diversity Charter Pledge (6)

Palmer's College is committed to providing equal opportunities for all staff and students.

All staff and students should be respected and valued equally; no one should be discriminated against because of ethnicity, gender, age, marital status, disability, social background, sexual orientation or religion.

To be accomplished by:

- all students agreeing to the terms of the Equality and Diversity (EQD) Policy and through the signing of the College Student Agreement. Copies of the EQD Policy are available on request
- ensuring that in all administrative and curricular matters, there is adherence to the principle of Equal Opportunities
- overseeing the implementation of the EQD Policy by the College's working group through the monitoring of data on:

- student, staff and user perceptions of the College
- the profile of admissions, courses, examination entries and results
- the recruitment, retention, training and promotion of staff
- staffing structure and extra curricular activities
- response to the College's publicity materials
- publishing an annual Quality Report to the Principal and College Corporation
- making available copies of the College's Equality and Diversity Policy on request from Alison Ross, Assistant Principal



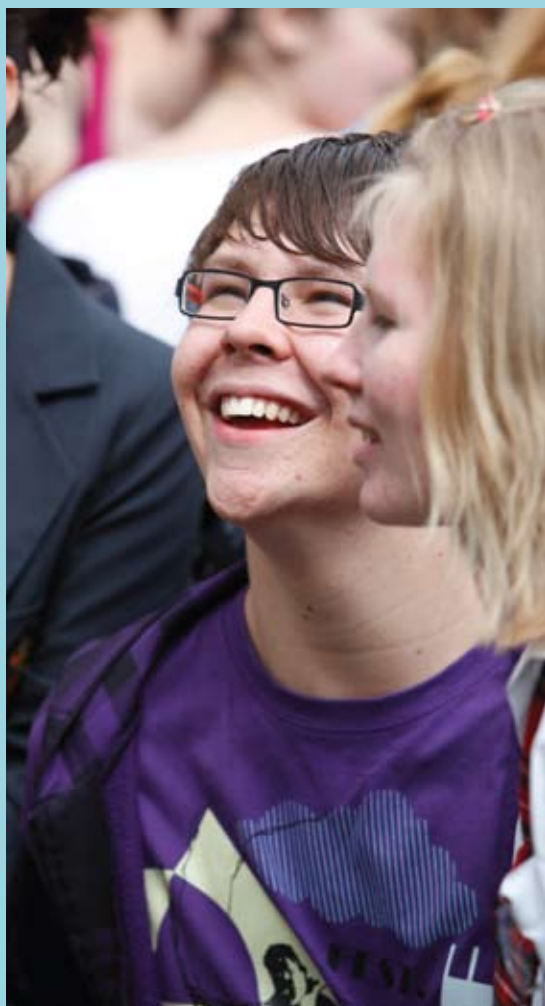
Service to Parents and Guardians

Charter Pledge (7)

The College will ensure that Parents and Guardians are kept fully informed of College activities and events and will provide them with all other relevant information regarding the College and the progress of their sons and daughters. Opportunities, both formal and informal, will be provided for Parents and Guardians to consult with relevant teaching and tutorial staff.

To be accomplished by:

- enabling Parents and Guardians to have access to key people concerning matters of progress and welfare at times other than consultation evenings. Appointments can be made at most times during the College day and senior staff can be contacted if an emergency situation arises
 - contacting Parents and Guardians by tutors and senior staff regarding any concerns about attendance, behaviour and/or performance
- publishing a programme of consultation events and activities, together with other relevant information, including Higher Education advice and Grants
 - providing opportunities for consulting with teachers and tutors at the consultation evenings and providing regular progress updates for Parents and Guardians



Guidance & Counselling Charter Pledge (8)

The College aims to provide academic and personal guidance and counselling at the most appropriate times for all students i.e.:

- prior to entry (see admission to the College)
- at enrolment
- during the course
- on completion of the course

To be accomplished by:

- ensuring that the tutorial programme and personal tutors assist students in receiving help and guidance related to curricular and personal matters
- enabling each student to have one formal interview per term and providing opportunities for informal consultations throughout the year with their personal tutor
- providing access to other agencies and advisory services to ensure that students are able to consult on a range of personal matters, with those able to give expert advice
- providing a tutorial programme to include the following:
 - induction to the College
 - application to university
 - application for jobs
 - preparation for interview
- providing the services of the College Medical Officer and appropriate first aid through qualified First Aiders when the need arises
- providing advice on a range of health issues through a programme of Health Education activities
- providing a student grievance procedure, to enable problems and complaints to be properly addressed. Successive stages of the procedure are followed, if the problem remains unresolved
- discussion of the problem with the personal tutor and/or teacher. Appointment with the Senior Pastoral Manager arranged through the personal tutor
- submission of a written complaint (forms in the Main Office) to the Principal, who will arrange for an interview within five working days
- submission of a final written appeal to the Chairman of the Corporation, who will give a final written decision, together with the reasons for making it

Careers & Higher Education Charter Pledge (9)

The College will provide a comprehensive Careers and Higher Education programme for all students and offer impartial guidance and advice, to ensure that they are prepared for, and make, the most of appropriate choices beyond College.

To be accomplished by:

- publishing a Careers and Higher Education programme at the beginning of the academic year and more detailed updates as appropriate
- providing interview opportunities with qualified careers guidance advisers, which will be co-ordinated with Connexions
- providing a series of services and workshops covering general progression matters and more specific career and higher education directions
- employing a tracking system that ensures that each student is given the opportunity to take advantage of the programmes available
- arranging for students to attend Job Fairs and Higher Education conferences
- providing up to date information on job opportunities and vacancies of both a local and national nature

- facilitating the application process for both UCAS and employment through the tutorial programme and in conjunction with the Careers staff, including the provision of appropriate references for employers
- maintaining and developing ties with Universities and Higher Education institutions
- providing access to a comprehensive and up to date careers library and resources base
- providing a post A level, Higher Education clearing service at the end of August and beginning of September for students requiring assistance with university entrance



Partnership with Schools Charter Pledge (10)

The College will maintain and develop good relations with all schools particularly, although not exclusively, regarding progression and continuity matters and will respond positively to requests by schools for assistance in other areas.

To be accomplished by:

- responding to all forms of correspondence and contact within four working days
- agreeing with each school an annual liaison programme to accommodate the progression needs of their pupils
- attending school functions, such as Year Nine, Ten and Eleven Parents' Evenings, Interview Days and Careers Conventions, and participating in Personal and Social Education lessons as requested
- providing each school with details of the courses, achievements and destinations of their former pupils

Employers and the Local Community Charter Pledge (11)

The College undertakes to maintain and develop its links with employers and members of the local community and to provide an education, training and recreation service which is appropriate to its needs.

To be accomplished by:

- responding to all forms of correspondence and contact within four working days
- working with the Learning and Skills Council and local agencies, including the Thurrock District Association of Industries, Essex Chamber of Commerce, Thurrock & Basildon College, Thurrock Learning Partnership and the Unitary Authority in Thurrock, to develop community links and programmes
- working in partnership with Sport England and Thurrock Learning Partnership to provide the best community programmes for the College's Sports & Fitness Centre. This is enshrined in the community use agreement between the College and Sport England and reinforced in the Sports & Fitness Centre's Customer Charter
- regularly publishing programmes of events and details of other activities at appropriate times throughout the year

- providing employers with appropriate references
- making available, on request from the Marketing and Liaison Office, detailed examination and destination statistics, in accordance with the requirements of the Department for Children, Schools and Families
- making available, on request from the Marketing and Liaison Office, the College inspection report and copies of relevant Learning & Skills Council reports, together with any responses

Revised September 2009

We appreciate any comments and suggestions on the Charter which will help us continue to make the Charter understandable and accessible.

Copies of the College Charter can be obtained from the College's Marketing Department

Tel: **01375 898626** or

e-mail: **marketing@palmers.ac.uk**

It is also available on the College's new website **www.palmers.ac.uk**





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*"Continuing the tradition of
Excellence"*

