

Fircroft College



Charter

The College Charter outlines the College's expectations of students and provides information on what students can expect from the College.

The Charter is available on our website www.fircroft.ac.uk and on our student 'S' drive. If you would like an electronic copy sent to you please e-mail alex.jarvis@fircroft.ac.uk.

If you would like a paper copy of the Charter please ask at reception.

If you need a large print copy please let us know. If you have access to the internet the charter is available on our website (www.fircroft.ac.uk) where there are audio and enlargement facilities.

FIRCROFT'S MISSION

“To promote social justice by providing adults with an excellent learning environment for personal, professional and political development”

Introduction

Fircroft College is one of four residential adult education Colleges in England. We provide residential and non-residential learning in an attractive setting in South West Birmingham. The College offers a range of programmes and learning opportunities from the 30 week, full-time, Access to Higher Education Diploma course, to a programme of weekday and weekend residential short courses.

Our residential short courses, most of which last for two and a half days, offer opportunities to study a range of subjects including basic skills (Maths, IT, English), Career and Personal Development. We also have some teacher training and Community and Voluntary Sector courses.

We also offer bookings for our conference and meetings facilities. See our website for a virtual tour of the College and grounds.

Contacting Us



Telephone or visit us 9am to 5pm Monday to Friday on 0121 472 0116 and 9am to 12pm on Saturdays.



E-mail us via our website www.fircroft.ac.uk



E-mail us for short courses directly on short.courses@fircroft.ac.uk



E-mail Jo McGrath on jo.mcgrath@fircroft.ac.uk for conference or meeting room booking requests.



Fax us on 0121 471 1503

Details of courses available can be obtained via the website or you can request a copy of our short course or Access Diploma course information via telephone, in person, by post or by e-mail.



Additional Needs

At Fircroft we aim to treat our students as individuals. If you feel that you will need additional help or support during your course then please contact us in advance to discuss your requirements. Your details will be treated confidentially and will help us to plan your learning experience and make any reasonable adjustments necessary for your stay at the College.

We will try to meet your needs wherever it is reasonable to do so but we are a small College with limited resources. Time may be needed in order for us to make arrangements, therefore the earlier you can provide us with your information the more likely we are to be able to help. If we are not informed of your needs prior to your arrival, we may not be able to meet your requirements and may not be able to accept you on the course at that time.

We provide:

- ❖ low cost (sometimes free) opportunities for learning.
- ❖ small class sizes to ensure all students are involved.
- ❖ a college life which enables students to learn from each other, interact socially and have the opportunity and space to study
- ❖ knowledgeable tutors.
- ❖ 6 acres of mature gardens.
- ❖ en-suite (mainly) residential accommodation.
- ❖ a small number of ground floor bedrooms adapted for people with physical and sensory support requirements
- ❖ a clean, safe and secure residential and working environment

We do not provide:

Televisions, radios, alarm clocks or hairdryers in bedrooms.

We do have wifi access if you wish to bring a laptop to the College, but you need to ensure that you have insurance which covers items away from home and you must

make sure you lock your bedroom door. Codes for the wifi are available from the short course office between 9am – 5pm Monday to Friday.

When you apply to study with us we offer:

- ❖ an accredited information, advice and guidance (IAG) service to help you choose courses based on what you are trying to achieve.
- ❖ a prompt response to your application (dealt with on a first come first served basis once all required information has been provided)
- ❖ accurate information about the College and its courses
- ❖ advice and support for applicants with disabilities or learning support needs
- ❖ information about grants available and any costs relating to courses
- ❖ suggestions for alternative educational opportunities, if you are not offered a place at Fircroft College

We need you to provide:



all proof of benefits and/or residency as requested. Without these your application will be on hold as we cannot access funding for you.



prompt payment of the course fee where applicable



any personal information which we need to be aware of in order to enable you to have a positive experience at the College. This may include disability information, specific dietary requirements or religious beliefs. The application form provides space for this information but you can also discuss your needs in confidence with the Short Course Facilitator, the Short Course Co-ordinator or the Head of Staff and Student Support.







As a student, you will receive:

- ⇒ Written information about the College including our rules and facilities.
- ⇒ Information about the content of your course and timetables in accordance with the type of course you have enrolled for
- ⇒ Information about payments for Short Courses where applicable.
- ⇒ Access Course students will receive bursary payments if they are eligible.

To help you achieve on the course, we will provide:



initial assessment and review of learning

-  additional support for learning/residency where required.
-  clear and timely feedback on coursework and achievements
-  a named tutor for each Short Course
-  a personal tutor for Access course students.
-  learning resources including:
 - 24 hour access to computer facilities
 - daily access to library materials
 - appropriate learning resources for students with physical and sensory support requirements (providing we have had notice of the requirement).
-  information, advice and guidance for everyone studying at the College. This includes guidance on higher education, careers and progression provided by an impartial, qualified tutor.

We Expect You To:

- Take pride in maintaining the good name of the College and abiding by College rules, including no alcohol on site and keeping noise to a minimum after 11pm
- Celebrate differences in culture, religion, ability, race, gender, age, sexual orientation or social class
- Play an active part in Equal Opportunities by challenging and reporting any harassment or discriminating behaviour
- Take responsibility for your learning by attending regularly and punctually, and working hard at your studies and/or training
- Co-operate with your tutors, assessors and other College staff and make active use of learning support if you need it
- Seek help if you need it
- Help to make the College a safe place for all
- Be considerate of the rights and interests of other College users
- Help and not hinder the learning of others
- Take care of the College buildings and furnishings and respect other people's property
- Respect the computer equipment provided and use the facilities in line with the terms and conditions of use issued by the College
- Let us know quickly if you feel we have not provided the service we have promised.

On completion:



Your work will be assessed and moderated to Open College Network standards and timetables



Certificates achieved will be presented at the College's Awards Ceremony each December, or posted on request.



Student Involvement and Information

The College is committed to continuous improvement in the delivery and development of its residential, learning and academic environment through:

- ⇒ Monthly common room meetings where all staff and students are welcome.
- ⇒ student surveys and evaluations
- ⇒ student representation on the Governing Body, Academic Board and student representatives' group
- ⇒ a clear complaints procedure and access to the Head of Staff and Student Support for all students.

Feedback from students and staff will be used to develop improvements to the residential and learning environment for future students.

You can find out about what the College is doing by accessing information in the library about:

- Governors' meetings
- Reports of College inspections
- The College's strategic plan
- The College's annual Self-Assessment Report
- The College's annual accounts and reports



What if things go wrong?

Please tell us straight away if you have a concern as we may have a quick solution. Just ask for help at reception. Alex Jarvis is the complaints manager and she will see you where possible. The College's complaints procedure and complaints form is available in reception and on the student 'S' drive.

The College has a range of policies and procedures which it will apply depending on the particular circumstances.

If you would like the information in some other form please ask us and where possible we will try to meet your needs (tel: 0121 472 0116).