

# Learner Charter

## Bury College

**Millennium Centre** Market Street  
Bury BL9 0DB  
Tel: 0161 280 8280

**Woodbury Centre** Market Street  
Bury BL9 0BG  
Tel: 0161 280 8426

**Prospects Centre** Market Street  
Bury BL9 0DY  
Tel: 0161 280 8280

**Beacon Centre** Market Street  
Bury BL9 0AT  
Tel: 0161 280 8280

**Link House** 35 Walmersley Road  
Bury BL9 5AE  
Tel: 0161 797 4325

<http://www.burycollege.ac.uk/>  
email: [information@burycollege.ac.uk](mailto:information@burycollege.ac.uk)



# Learner Charter

One of the Top  
Ten FE Colleges  
in the Country



- Developing Individual Potential
- Inspiring Excellence
- Promoting Prosperity Through Knowledge



**Developing Individual Potential  
Inspiring Excellence  
Promoting Prosperity Through Knowledge**

The Bury College Learner Charter is a statement of our endeavour to give you the highest quality service of education and training.

At Bury College we continually review our service to our learners and all other clients, in order to improve quality and responsiveness.



**Lauran Chatburn**  
*Principal*

## What you are entitled to expect.... AS AN APPLICANT OR A STUDENT

### Entry to the College

Bury College supports and implements its Equality and Diversity Policy.

We will use our best endeavours to ensure that information is both accurate and readily available.

We will provide information on:-

- our facilities at all centres
- all our programmes, and the qualifications you may achieve
- entry requirements and how we can take account of your previous learning experience
- content and details of programmes, their management, assessment, work placements and modes of study
- the programme qualification and what it leads to in employment and further and higher education
- all support services including arrangements for students with additional support needs
- fees and any additional costs
- the financial help that may be available
- how well our students do and where they move on to

The following will be available on request from College centre Offices, Student VLE and College Intranet.

- College prospectus
- Course leaflets
- Student Handbook
- Disability Statement
- "All you Need to Know About Additional Support" booklet

### Lynda Sinkinson

Executive Director Learning & Quality

Millennium Centre, Market Street, Bury BL9 0DB

Tel: 0161 280 8428 Email: [lynda.sinkinson@burycollege.ac.uk](mailto:lynda.sinkinson@burycollege.ac.uk)

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Z/Quality

*Bury College undertakes to take all reasonable steps to provide the teaching, examination, assessment and other training services set out in its prospectus, Charter, course leaflets and Student Handbook. It does not, however, guarantee the provision of such educational services, programmes and facilities. Bury College reserves the right to amend, withdraw, cancel, alter or amalgamate any part of the programmes, locations, facilities and costs at any time. Should circumstances beyond the direct control of the College interfere with its ability to provide educational services, programmes and facilities, Bury College undertakes to use all reasonable steps to minimise the resultant disruption to those services, programmes and facilities.*

## Feedback Procedure

We welcome your feedback. Your views and comments are important in helping us to improve our services to employers. If you wish to complain about our services we are always willing to endeavour to put things right.

- In the first instance take the matter up with the person or manager responsible for the service. Your problems may be resolved informally
- If your problems or issues are not resolved informally, you may wish to make a formal complaint at this stage and if so you should put it in writing or complete a feedback form. Feedback forms are available on reception on all main centres and in the Learning Resource Centres, in Student Services and on the Bury College website. We can provide assistance to help you complete the form.
- You will receive an initial response within 10 working days. We will investigate your complaint and respond directly stating the outcome.
- If you feel dissatisfied with the outcome, you can take your complaint to the Executive Director of Learning and Quality who will ensure that the matter is dealt with by the relevant Senior Manager. The Executive Director of Learning and Quality will monitor this process closely.

You are entitled to have your complaint regarded as confidential.

- If you still feel that the problem has not been satisfactorily resolved you may take your complaint to the Principal. The decision of the Principal is final.

You have the right to complain if you feel the College has not met any of the requirements of this Charter.

A copy of the Bury College Complaints and Appeals Procedure and Bury College feedback form is available on College centres and on the Bury College website [www.burycollege.ac.uk](http://www.burycollege.ac.uk)

- Exam Results and Summary destination information
- Equality and Diversity Policy
- Fees information
- Student Services leaflets
- Learner Entitlement Health and Safety Contract

### Your Application

- Central Admissions will monitor all full time applications and will work to its published targets.
- We will make available to you a copy of the College prospectus, invite full time applicants to attend open evenings and guarantee an interview.
- We will arrange for an impartial interview to take place within six weeks from receipt of reference.
- We will make offers based on College entry requirements and supportive references.
- We will confirm by letter within 15 working days the outcome of the interview. We will also give you a preliminary record of your discussion at the end of the interview.
- We will have trained and competent staff advising and guiding you on to the most suitable course for you.

Everyone, including late applicants, will have the opportunity at enrolment of a guidance interview.

Places on some courses may be limited, and may be subject to availability.

If you have questions about your application, you can contact Central Admissions on Tel: 0161 280 8313/8314/8315

## On your programme:

- You will have a period of induction, during which you will receive essential and useful information.
- You have the right to expect high quality teaching and effective management of your learning with qualified teaching and support staff. All our courses are reviewed within the Quality Assurance and Management structure of the College in order to monitor their retention and success rates and their value to students.
- On your programme you will experience a range of teaching and learning styles and will have access to Learning Resource Centres and I.T. facilities in order to develop your study skills. If your course includes work placements, these will be appropriate for the course and qualification, and will be monitored and reviewed.
- We will monitor, assess and review your progress and you will be involved in action planning and recording your achievement. Interim reviews and consultation evenings are features of every full time course.
- You will have a Group Tutor to support and guide you. Your tutor will help you with the learning programme, will monitor your progress and help with assessment and action planning. Your Group Tutor will also refer you to other sources of advice and help on careers, Further and Higher Education courses, fees, grants, additional support and other services for students.
- The Student Handbook, available to all students, contains very important information about many aspects of College life, e.g. the Student Contract, Support and Advice Services, Health and Safety issues, Equality and Diversity and the Disciplinary and Pastoral Support Procedure.
- You are entitled to receive additional support to enable you to make progress on your course. We try to provide as many opportunities as possible to help identify individual needs and to offer support. Further details are found in the Disability Statement and the booklet, "All you Need to Know About Additional Support".

- You will have the opportunity to make your views known in a number of informal and formal ways. e.g. representation on several cross College committees, course and subject teams, Student Action Group, questionnaires and interim reviews.
- You will be given the opportunity to take part in social, cultural and sporting enrichment activities as agreed between you and the College.
- You will have the right to be respected and valued regardless of age, disability, gender, religion, race, sexuality, marital status and ethnic group.
- You will be expected to abide by all College Regulations.
- You are entitled to join the Student Union.
- The College is committed to providing help with any aspect of your programme at College. Your first point of contact would normally be one of the following:-
  - Personal Tutor
  - Senior Tutor
  - Director of Quality Manager
  - Subject Tutor
  - Student Learning Mentor

## On completion of your programme:

At the end of your period of study at the College, even if you decide to leave a course early, you are entitled to further careers guidance and counselling if you wish. This could include progression planning, advice on financial and personal issues, interview and job search skills, with an opportunity to enhance your progress file.