

Learner Charter

- The purpose of this **Charter** is to tell you what you can expect from the College during your studies and what we expect of you in return.
- This Charter is reviewed and updated annually by the College working in partnership with the Student Council. It is then subject to approval by the Corporation Board of the College.

College Vision

- The College has a clear vision to be inspirational, inclusive and influential.
- We recognise the very important role that we play in meeting the needs of individuals, communities and employers in the Capital Region of Wales. We also welcome a growing number of International learners.

College Mission Statement

- Transforming lives by unlocking potential and developing skills.
- We aim to provide excellent teaching and training in order to support individuals to develop the knowledge, skills and mind-set to assist progression onto further study, university or meaningful employment.
- We are committed to working with employers to provide training that will help to further develop and upskill their existing workforce to allow them to achieve peak performance.

Our Values

- The College works with 'Restorative Approaches' in order to build a community where everyone feels comfortable, valued, safe and therefore able to give of their best.

Learners and staff have developed a set of values which define the behaviours that are very important to the College.

- **Respect**

We are a diverse community with a commitment to equality and inclusivity. All members of the College community are expected to demonstrate respect towards others and property at all times.

- **Innovation**

We aim to create an environment where innovation (doing things differently), entrepreneurship (business start-up skills) and creativity (new ideas) can be developed. These are essential employability skills for the 21st century workplace.

- **Collaboration**

The College realises the importance of developing and working with partners in order to provide the right courses and training to individuals, communities and employers.

- **Excellence**

The College aims to be excellent in everything that we do.

Before you start studying/training with CAVC we commit to :

- Providing accessible, easily understood information, advice and guidance to help you to choose a course which meets your needs and abilities. This includes information about any costs related to courses/training.
- Providing clear and accurate information about our facilities and services.
- Explaining how to apply for a course and ensuring that your application is handled fairly and efficiently.
- Providing an opportunity to discuss with staff everything you need to know about the College and your chosen course.
- Supporting you through an initial screening exercise which tells us about your current level of study and will help to place you on the right level of course.

- Providing an overview of the support services.
- Providing a quick, efficient enrolment process which confirms your course place, start date and study location.

When you start to study/train with CAVC we will make sure that you have :

- A welcoming, safe environment that looks after your well-being and encourages ongoing personal development.
- Access to a course/subject personal tutor/assessor who will support you through your studies.
- Induction information and a course timetable which will help you to familiarise yourself with the College, your teaching team, the course and the expectations of you as a student.
- Excellent quality teaching and training which aims to engage a range of learning styles.
- An opportunity to develop your study, literacy, numeracy and employability skills.
- Regular assessment of work and reports on your progress.
- Where appropriate, work placements which are suitable and well organised.

The College will offer you a range of on-course support services :

- Specialist support if you are a learner with a learning difficulty or disability,
- Where eligible a range of financial support awards for help with travel, meals and/or course equipment.
- Welfare advice and guidance including a free counselling service.
- Job coaching, careers advice and support into meaningful employability.
- Support for application to additional study or university.

- Access to help and support with your work via access to the Learning and Skills Centres and Learning Coaches.
- Access to Welsh language support.

CAVC expects learners to :

- Treat staff, fellow learners, neighbours with courtesy and respect regardless of culture, ability, disability, race, religion, gender, sexual orientation, age or social class. Behaviour that abuses or threatens others is not welcome at CAVC.
- Attend induction and take responsibility for your own learning by attending classes regularly and on time. Inform the College of reasons for expected absence.
- Work hard and spend sufficient time in private study which will allow you to submit work to the required standard and to specified deadlines.
- Carry and ensure that your ID card is visible at all times in the interest of safety and security.
- Take care of College buildings, property and keep the College clean and tidy – only eat, drink and smoke in the designated areas.

Learner involvement in decision-making:

- In order to help us to improve what we do we will provide you with a range of opportunities to feedback about your experience. This includes a Course Representative system.
- We will listen to and act on learner feedback. We will work with you to use feedback to improve what we do and to inform our decision-making.

Learner concerns :

- If at any time you have any concerns about your experience at CAVC you have the right to raise them with us. In the first instance we will aim to discuss your concerns with you and solve them informally. After this you will still be able to submit your concerns in writing which will then be dealt with in accordance with published procedures and timescales.

