

Parent Charter

We are committed to transforming the lives of our students and helping them develop the knowledge, skills and behaviours to be active and responsible members of the community and achieve in their chosen career. We have developed a charter for parents and carers of full-time students under 18 and our students with Education, Health and Care plans (EHCPs) up to the age of 25. This sets out how we will work with you, in supporting your child during their time at the college.

For parents or carers of students under 18 years, on full-time courses, we will:

- make available accurate and reliable information about the college and its programmes of study
- encourage you to visit the college, meet staff, attend open days and accompany your child at interview and arrange support if required
- provide on request information about your child's timetable, assessment and assignment schedule
- provide information about your child's performance in at least one written report a year and at least one parents evening a year
- provide reports in other languages if requested
- contact you if your child's attendance, timekeeping, performance or behaviour gives cause for concern
- seek parents' views of their experiences of the college through a variety of methods
- at the beginning of the course, send you contact names and telephone numbers, along with information regarding the Parent Portal
- contact you if your child is unwell or injured and needs to be collected from college
- respond to information you give us about any individual needs you or your child might have, for example access, disabled parking or requirements for emergency evacuation assistance.

To support us in ensuring your child attends, achieves to the best of their ability and is able to progress we ask that:

- you promote and encourage 100% attendance and contact us directly if there is a reason for non-attendance
- encourage your child to attend college with the correct uniform, kit and equipment and **always** with an ID badge for the correct academic year
- contribute to the purchasing of additional ID cards if your child is not able to
- refrain from booking holidays in term time and **never** during exam periods
- all consent forms are returned promptly
- make every effort to attend meetings that have been arranged and contact us beforehand if you are not able to attend
- never enter the college premises without a pre-arranged appointment and always report to reception on arrival for an appointment
- you log on to the Parent Portal regularly to ensure you are aware of key information
- you attend the scheduled parents' evenings or make alternative arrangements
- you ensure any college kit and equipment is returned in a timely fashion, including Chromebooks

Warrington & Vale Royal College has a zero-tolerance policy of all violence and aggression. This is for the protection of all Warrington & Vale Royal staff but also for the protection of our students, their families and visitors to the site.

Warrington & Vale Royal College aims to provide all students with every opportunity to transform their lives by providing the opportunity to attend, achieve and progress and we treat all students and their families with respect and dignity. In return we expect all our staff to be treated with respect and dignity.

We will not tolerate abusive language or threatening behaviour against any member of staff. Such behaviour may result in the offender being denied access to the college and/or further measures as appropriate.