

## Parents' Charter

The College welcomes the involvement of parents/guardians throughout their son/daughter's time in College. We would like to work in partnership with parents/guardians to ensure that all students achieve their potential in their chosen course(s).

We would encourage parents/guardians to read both the Code of Conduct and Student Handbook, which contain up to date and accurate information about the College's services, so that they understand what is expected of students in terms of behaviour and approach to work, as well as what students can expect to receive from the College. These will also give parents/guardians an overview of the pastoral support services offered by the College.

The College expects students to accept responsibility for their own learning and academic progress. However, this will be done in the context of support and encouragement to enable each student to reach their potential. We would also expect this process to take account of the wishes of parents/guardians and would expect regular liaison between Tutors/College and Parents/Guardians.

In exceptional circumstances, students can request that the College has no contact with their parents/guardian. The College will inform parents/guardians when it receives such a request from a student.

## Parents' Entitlement

You will receive:

- an opportunity to attend a Parents' Welcome Evening
- a College calendar detailing key dates in the College year
- an opportunity to meet with Subject Teachers and Personal Tutors on Parents' Evenings to discuss progress and targets set.
- a prompt response to any enquiry
- a termly tracking sheets indicating your son/daughter's progress against their minimum acceptable grades
- minimum of two progress reports per year
- contact when there is a problem with your son/daughter's attendance, punctuality or progress
- an appointment, if the College or parent/guardian needs to discuss any aspect of their son/daughter's welfare and progress at the College
- Information about the processes for applying to Higher Education.

## Parents'/Guardians' responsibilities

- to support the College's commitment to good attendance, punctuality and meeting deadlines
- to inform the College if you are concerned about your son/daughter's progress
- to discuss minimum acceptable grade, reviews and progress reports with your daughter or son
- to inform the College of any changes in address, telephone number or personal circumstances
- to contact the College in the case of your son/daughter being absent, according to the procedures detailed in the Student Handbook
- to attend parents' evenings
- to respect term dates.

We hope that your daughter/son will be very happy and successful at BSix Brooke House Sixth Form College and that you will be satisfied with the College and its services. Nevertheless, we will always carefully consider any criticisms, complaints or suggestions for improvement in these services, particularly in relation to the commitments in this Charter. If you are dissatisfied and wish to complain or suggest improvements, an informal approach to the Subject or Personal Tutor may be sufficient. If the matter is not resolved to your satisfaction in this way, you can pursue it further through the formal complaints procedure detailed in the Student Handbook.

