

The College of  
**Haringey, Enfield**  
and **North East London**

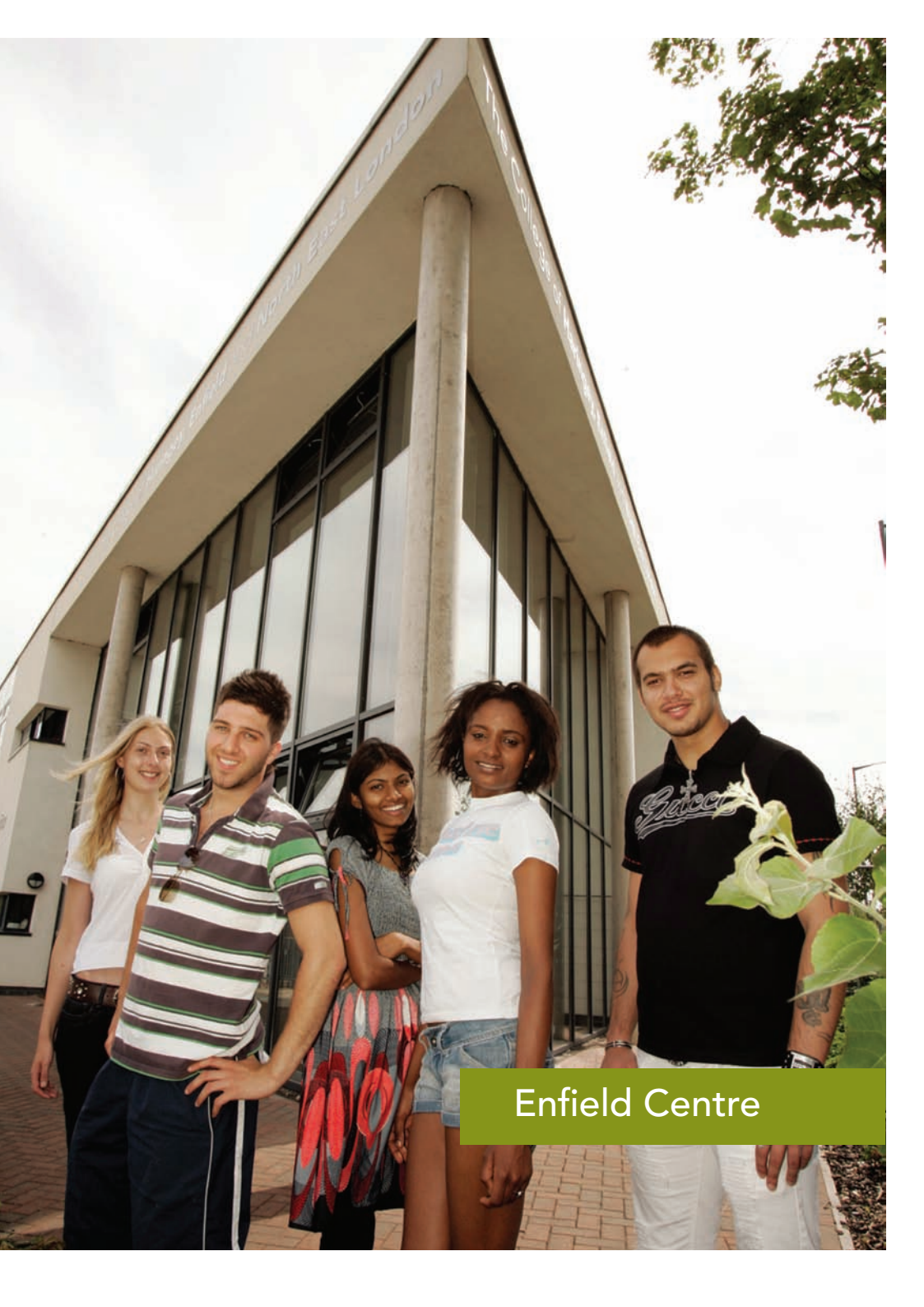


# Learner Charter 2010 – 2011

[www.conel.ac.uk/learnercharter](http://www.conel.ac.uk/learnercharter)



Tottenham Centre



Enfield Centre

# Mission and Vision

## Our vision

Our mission is to help individuals, employers and our community to succeed by providing outstanding education and training.

At our heart are our high expectations that serve the community of the Upper Lea Valley, promote social inclusion and economic prosperity through the provision of education and learning, and above all enhance the life experience of young people and adults and help them expand their aspirations in life.

## Our key values and beliefs are:

- We will strive to embed all aspects of equality and diversity into our corporate culture and operating practices
- We will ensure a safe and healthy environment for our staff and learners and will actively participate in those initiatives which seek to promote good role models for staff and learners
- We will actively promote the voice of the learner and respond positively to those suggestions which improve learner participation, involvement and performance
- We will actively seek and respond to the views of key stakeholders including staff, employers and the wider community
- We will ensure success for all our learners and increase aspirations

# WELCOME

Welcome to the College of Haringey, Enfield and North East London. We will do everything we can to make your time at College rewarding and successful.

As a learner at one of the leading colleges in the UK, not only do you get an excellent education, we also look after and support you. This is why the vast majority of our learners are successful in achieving their qualifications.

On the following pages you can read our Learner Charter, designed to ensure that each of you has the best possible chance of success. On the inside back cover you will find a copy of our **Learner Code of Conduct**.

This is a diverse College; each one of you is unique and important to us. We will listen to you and take any comments and suggestions you make seriously. You can find a comments form at Reception or on your virtual learning environment (VLE), E-zone.

# WHEN YOU ENQUIRE

We have a wide range of courses; we want to make sure you choose the right one.

We have an Advice and Guidance Service and other specialists who will provide you with clear and accurate information about the College including:

- Details of all our courses
- Entry requirements
- How to apply
- Information about fees and financial support
- Extra support e.g. for maths and English
- College facilities e.g. Sport
- Extra help if you have a learning difficulty or disability
- A translation service

# WHEN YOU ENROL

Our friendly, experienced staff will help to make your enrolment smooth and efficient, including:

Help to complete your enrolment forms:

- Help in finding your way around
- Up-to-date information on all courses
- A translation service

We will provide information about the start of your course, including:

- The name of your Personal Tutor
- The date and time of your first meeting with your tutor
- Where you will be taught
- Any costs you may incur during the course
- Any transport arrangements

# WHEN YOU BECOME A LEARNER

We want you to have an enjoyable time throughout your College life and achieve success.

## 1. Welcoming you to the College

During your first weeks you will have an induction to the College and your course of study from your tutor and other staff. This will help you to settle in and will cover:

- The College and its facilities
- Your course and timetable
- The Learning Resource Service (library)
- The wide range of IT facilities, including a virtual learning environment (VLE), E-zone
- The Learner Support and Welfare Service
- The Enrichment Service, e.g. Sports, clubs, trips and visits
- The Students' Union
- Careers Service
- This Charter and your responsibilities
- Health and Safety
- Safeguarding – keeping yourself safe

We will also tell you about:

- The College's virtual learning environment (VLE), E-zone. Your course materials are accessible on-line 24 hours a day inside and outside the College
- Financial support
- Individual and group tutorials
- Rules and codes of behaviour
- Assessment appeals procedure
- Learner Complaints Policy
- Equality Policy
- Safeguarding Policy

## 2. Education that helps you succeed

You will have excellent, friendly and supportive teachers who are experts in their field; you will also learn life and employment skills, such as communication skills, study skills and IT skills. We will do our best to help you to complete your assignments and assessments. However you will have to work hard, take responsibility for your learning, attend regularly and punctually and meet deadlines set.

You can expect that:

- Your learning needs will be assessed and you may be offered extra help with basic skills
- You will have highly qualified, experienced and committed, teachers, tutors and support staff
- Your classes will start and end on time and you will be informed of any unavoidable changes
- Your lecturers will be actively involved in your learning and will use a variety of teaching, learning and assessment methods, including the latest technology
- Assignments and assessments will be set and returned with comments / grades within an agreed timescale
- Assessments will be clear and fair
- You will be informed of the appeals procedure
- If your course includes a work placement, we will help you find one

## 3. Your Personal Tutor

Group and individual tutorials with your Personal Tutor will be an important part of your course. Your Personal Tutor will:

- Help you to set individual learning targets to stretch you to your full potential. You will have an Electronic Individual Learning Plan (E-ILP), which you can quickly use to check on your progress at any time
- Provide regular reviews and feedback on your individual progress
- Help you to study more effectively
- Inform you of extra support you can get to support your learning
- Help you with career and Higher Education plans
- Help you find alternatives if your course is no longer suitable for you

## 4. Supporting you while you study

You will be learning in a caring and supportive environment, which will include:

- Up to date classrooms, IT rooms with the latest technology, labs and workshops
- Facilities for individual study
- Access to appropriate IT both inside and outside the classroom
- Up-to-date learning resources
- Maths and English Study Centre

You will also have access to information, advice and guidance on educational, career and personal matters. If you have a problem that affects your learning first speak to your tutor who can point you in the right direction. We can provide help with:

- Career guidance
- Personal counselling
- Grants and finance guidance
- Health and welfare services

## 5. We want to know what you think

During your time with us you will have opportunities to comment on your course and the services offered by the College. Your comments are very valuable to us. Make your views known by:

- Taking part in surveys and meetings
- Talking to your Class Representative who can speak on your behalf at Curriculum Review Boards; of course you could become a Class Representative yourself!
- Attending School Council, Centre Council, College Council and Students' Union meetings.
- Having your views represented on the Governing Body

# WE CAN HELP YOU TAKE THE NEXT STEP

When you come to the end of your course, we will help you to decide what to do next. Your progression to work or Higher Education is extremely important to us. We provide:

- Careers and progression advice
- Advice on other courses
- Help with university applications
- Full information on your progress including results
- A reference to support applications for further courses or employment
- An awards presentation event to celebrate your hard work and success

**Remember – hard work, high aspirations and success go together. We will work in partnership with you to help you to achieve your goals!**



*Tamara Doncova of Lexington's Salon returned to College to give learners a masterclass in colouring.*

# LEARNER CODE OF CONDUCT

The Learner Code of Conduct is designed to help you succeed, and to make your college a safe place to learn.

Every learner is required to:

1. Attend all classes on time.
2. Inform the College immediately if you are going to be late or absent.
3. Give in your work on time and to a high standard.
4. Show respect for all students and College staff at all times.
5. Follow health and safety procedures without argument.
6. Wear your ID card at all times so that it can be seen and if requested, hand it to a member of staff for inspection.
7. Remember to bring the equipment you need to lessons.
8. Behave calmly and politely, avoiding words and actions that could be seen as abusive or threatening.
9. Show respect for College property and the possessions of others.
10. Never bring alcohol or weapons to College.
11. Observe the College's "no drugs" and "no smoking" policies.
12. Follow the College's ICT Acceptable Use Policy.
13. Never use mobile phones in classrooms or study areas.
14. Follow instructions from staff during lessons and on college premises, and help create a safe environment where everyone can learn.
15. Avoid all forms of cheating and plagiarism.
16. Follow College rules and act in a way that improves the College's good reputation.
17. Make sure your tutor has your correct contact details, inform your tutor if your phone number, postal or email address changes.

Failure to follow the code of conduct will result in disciplinary action.

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