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# COLLEGE CHARTER

**Gateway College**  
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**Review:**  
October 2016

**Next Review due:**  
October 2018

## GATEWAY COLLEGE CHARTER

The College Charter sets out what we, as a College, offer you, as a student.

### **PURPOSE**

Our purpose is to provide learning opportunities to the young people of Leicester and Leicestershire. Towards this aim we provide:

- a high standard of learning and teaching
- a range of subjects and experiences tailored to meet students' needs
- an excellent system of support to maximise achievement
- comprehensive facilities

Underpinning this is our belief in open access and equality of opportunity for all.

### **FULFILLING OUR PURPOSE**

To fulfil our purpose we provide:

- detailed information on:
  - courses
  - entry requirements
  - learning support
  - financial support
- the opportunity to visit the College and discuss your needs via:
  - your school arranging it for your class/year
  - open day
  - individual tours
  - small group visits
  - interviews
- visits by Gateway staff to your school (by invitation).

We follow a structured application process which includes the use of UCAS Progress, working in partnership with local schools and colleges. For other interested applicants we have our own form and procedure.

We invite all applicants for a comprehensive interview conducted by trained and well informed staff.

## **INDUCTION**

We have a highly structured and supportive induction programme offering:

- one-to-one discussions
- initial assessment
- a negotiated programme of study
- taster sessions
- study support
- a guide covering essential information about Gateway College.

The aim of the induction programme is to ensure all students are placed on the most appropriate course and level to achieve success.

If a student is unsure about their initial course choice there is the opportunity to reassess and choose an alternative, if appropriate.

## **ON COURSE**

We aim to supply:

- high quality teaching and a well-managed learning environment
- opportunities to review progress
- regular progress coach and tutor support
- specialist study support for effective learning
- advice and guidance on finance and welfare issues
- comprehensive careers information
- access to mentoring and counselling services
- a range of extra-curricular activities including work experience
- a chance to give your views on your course and the College

## **LEAVING GATEWAY**

Throughout your time at Gateway College we offer support and advice on progression.

In addition, on leaving, we will continue to provide:

- support for UCAS applications
- references on request
- information on subject results, destinations etc
- support to access certain networks of people

## **EQUALITY, DIVERSITY AND INCLUSION AT GATEWAY**

Gateway College is committed to providing a working and learning environment, which values all individuals equally and encourages full participation by all, focusing on individuals maximising achievement.

Everyone at Gateway College has the right to freedom from discrimination at all times, regardless of their age, disability, ethnicity, gender or sexuality.

Any form of verbal or physical behaviour which undermines an individual's sense of worth or feeling of security will not be tolerated at Gateway College.

A person who experiences or witnesses any remark or action which they feel to be offensive should immediately talk to a member of the staff or the Student Executive Team. They will be offered support and advised on any further appropriate action that may be necessary. Alternatively, there are complaint/compliment/comment forms available in Reception that can be handed in to a member of the Executive Team, who will act upon the matter appropriately. Gateway is proud to be a pluralistic community made up of students and staff from diverse cultural backgrounds. We are committed to promoting an atmosphere where everyone can work to achieve their full potential.

**Gateway code of conduct is “to respect other people and their environment at all times”.**

## **NOT HAPPY WITH SOMETHING?**

If you have a concern about any aspect of the College there is a clear procedure to follow:

- Speak to your Progress Coach, Tutor or an appropriate member of staff and they will deal with it courteously and efficiently, or complete a 'comments/complaints' form available in Student Services and Reception which will be passed to a senior member of staff. You will get a response within 10 College days informing you of the initial outcome. You can also contact a member of the Student Executive Team.
- If you are unhappy about the response to your concern you may appeal to the Principal.
- You also have an opportunity to appeal to College Governors via the Clerk to the Board, c/o Gateway College.

- If you are still not satisfied with the College's response, you can contact the Education Funding Agency, Earlsdon Park, 53-55 Butts Road, Earlsdon Park, Coventry CV1 3BH.

### **WANT MORE INFORMATION?**

The following literature is a sample of what is available on request:

- Prospectus
- Course information sheets
- Examination results
- Student destinations
- Inspection reports
- Application procedure
- Financial support
- Equality, Diversity and Inclusion Policy
- Student Council constitution

**For further details contact: The Principal**