



Our Charter

What follows is a summarised version of our charter.

A copy of our full charter is available from Student Services at any of our sites or through the Cornwall College website (www.cornwall.ac.uk)

You may also request a copy by writing to

Cornwall College
Tregonnisey Road
St Austell
Cornwall
PL25 4DJ

The information in this Charter is correct at the time of going to press, however, Cornwall College reserves the right to amend or delete this information without prior notice.

Choice and Information

Website information about our full range of education courses and training opportunities is freely available. We have prospectuses, course specific leaflets, Advice Sessions and people to advise you in Student Services.

For each course you will be told:

- the entry requirements you will usually have to meet
- the extent to which your previous training, learning or experience can be taken into account
- whether the course allows the build up of credits (e.g parts which you have completed and passed or had assessed) and whether these can be transferred if you change or leave your course
- the structure of the course itself and the qualifications(s) it offers
- the ways in which your training and learning will be assessed
- how the course is delivered
- how frequently your progress will be monitored
- the likely size of any groups
- any special requirements of the course such as work experience placements
- special clothing or equipment required
- additional attendance e.g. in one of our Learning Resource Centres
- details of libraries, training and learning facilities

Before making a final commitment to a course you will often have the opportunity to:

- meet with our staff to discuss the options open to you
- attend an Introductory/Taster Day
- undergo a period of induction into your chosen course

Getting a Place

You are entitled to a place on a particular course if:

- you meet the entry requirements
- there is room for you on the course
- you pay any necessary fee(s)
- the numbers taking the course make it viable

We will make every effort to handle your application in a way that is fair and efficient. We will do our best to give you informed, impartial and timely advice on:

- what we expect of you
- the most suitable courses and qualifications for you
- the additional facilities we offer e.g. recreational opportunities

Financial Charges and Help Available

Where appropriate, we will inform you about your responsibilities for payment of tuition fees, registration fees, deposits, examination fees and other charges e.g. for special personal equipment or materials you will need to buy.

Most students on full-time courses are eligible for free tuition.

Sources of financial help include:

- Learner Support Fund
- Education Maintenance Allowance
- Adult Learner Grant
- Care to Learn

Teaching, Training and Learning

We try at all times to provide the highest possible quality of teaching, training and learning within the resources available to us.

This includes:

- commitment from teaching staff e.g. to give you feedback on your work within agreed time limits
- support from technicians and administrative staff
- programmes and courses which meet the assessment requirements of the organisations awarding the qualification
- work experience where appropriate and available.

Guidance and Counselling

Depending on your course some or all of the following will be available to you:

- tutorial support including regular reviews of your progress
- careers and progression advice, guidance and information
- a programme of enrichment activities
- opportunities to develop study skills
- Learning Resource Centres with library facilities
- an Individual Learning Plan (ILP) to help you plan and monitor your progress
- a student handbook
- appropriate details of financial support, transport, accommodation etc
- counselling appropriate to your needs

Cornwall College Student Union

This exists to support the interests of the whole student body to help develop the extra facilities, organised social events and promote “the learner voice”

Equal Opportunities

We are committed to equality of opportunity for all who study and train with us.

What to do if things go wrong

We hope that you will not need to use this section, but if you are dissatisfied with any aspect of our service please speak or write to the member of staff concerned or, if you uncertain who to contact, please write to:

Customer Services
Cornwall College Camborne
Trevenson Road
Camborne
TR15 3RD

Cornwall College

Tregonissey Road
St Austell
Cornwall
PL25 4DJ

Tel: 01726 226726

Fax: 01726 226725

Email: info@st-austell.ac.uk

Web: www.cornwall.ac.uk

Chief Executive Officer

Dave Linnell OBE

"To provide Cornwall with a high quality student experience, celebrated through academic achievement, personal development and employability"

01348MM0309



INVESTOR IN PEOPLE

