

**General feedback**  
We also welcome any general feedback that you would like to give about the College – **you can send an email: [feedback@cornwall.ac.uk](mailto:feedback@cornwall.ac.uk)** or write to: **Feedback, The Cornwall College Group, St Austell, PL25 4DJ.**

Please address these to the personal tutor of your daughter or son as they will be their key point of contact throughout their course – contact details can be found at the back of this leaflet.

**We are keen to know:**

- key information that will help us support your daughter or son as they progress on their course
- concerns or questions you may have so we can respond to them.

**OFSTED survey**  
We would be grateful if you could take the time to complete the Parent View survey on the OFSTED website – the link to this is: [www.cornwall.ac.uk/parents-carers](http://www.cornwall.ac.uk/parents-carers)



## Your feedback and support matter to us



## NEWSLETTER FOR PARENTS & CARERS

FEBRUARY 2014

As the new Principal of the Cornwall College Group, I am delighted to have the opportunity to communicate with parents/carers of our students across our seven campuses. Your daughter or son has chosen Cornwall College for the next step of their learning journey and I want to give you my assurance that we place their learning experience at the forefront of everything we do.

Students are more likely to excel in their learning, personal and career development if a sound partnership exists between them, their tutors and their parents/carers. Effective, two way communication with parents and carers is very important to us.

We will provide a supportive and stretching learning environment that will help your daughter or son progress smoothly to the next step of their journey on to higher education, training or work. Our staff will provide encouragement and support to raise their aspirations and boost their confidence to achieve these. I hope that you will add your support to this partnership.



**Amarjit Basi**  
*As Basi*  
Principal and CEO  
The Cornwall College Group

[feedback@cornwall.ac.uk](mailto:feedback@cornwall.ac.uk)  
[www.cornwall.ac.uk](http://www.cornwall.ac.uk)



THERE'S MORE TO  
CORNWALL COLLEGE

## Proud of our success

**Ofsted says...**  
"Our ability to meet the needs of our students is outstanding"  
**Our students say...**  
"The College has a friendly, supportive atmosphere."  
**Our partners say...**  
"I started employing Cornwall College apprentices in 2004. Currently, seven out of the 10 chefs that work for me have studied with Cornwall College."  
Nathan Outlaw at the St Enodoc Hotel, Rock  
99.1% pass-rate for A-levels.  
Winner of the Queen's Anniversary Prize 2013.



**So what does 'brilliant' look and feel like?**  
We are currently talking to our students and stakeholders about the future direction of our College so we can realise our ambition to be a "brilliant college" in every aspect of our work. As parents/carers of our students, potentially local employers and members of the communities we serve, we are keen to hear your ideas and views.

**Our Big Conversation**  
Please join us in our...  
**BIG CONVERSATION**  
Visit [www.cornwall.ac.uk/bigconversation](http://www.cornwall.ac.uk/bigconversation) and help us shape the future.

## Key Contacts at Newquay

<b>Enquiries:</b>	<b><a href="mailto:newquay.enquiries@cornwall.ac.uk">newquay.enquiries@cornwall.ac.uk</a></b>	<b>01637 857957</b>
<b>Head of College:</b> Andrew Smart	<a href="mailto:andrew.smart@cornwall.ac.uk">andrew.smart@cornwall.ac.uk</a>	01637 857934
<b>Senior Tutors:</b> Laura Wilkins (Mon, Thu, Fri) Chris Selvey (Tue, Wed)	<a href="mailto:laura.wilkins@cornwall.ac.uk">laura.wilkins@cornwall.ac.uk</a> <a href="mailto:chris.selvey@cornwall.ac.uk">chris.selvey@cornwall.ac.uk</a>	01637 857971 01637 857971
<b>Safeguarding Officers:</b> Lauren Sundercombe	<a href="mailto:lauren.sundercombe@st-austell.ac.uk">lauren.sundercombe@st-austell.ac.uk</a>	07979 706039
<b>Additional Learning Support Co-ordinator:</b> Caroline Friggens	<a href="mailto:caroline.friggens@cornwall.ac.uk">caroline.friggens@cornwall.ac.uk</a>	01637 857950
<b>Dyslexia Co-ordinator:</b> Caroline Friggens	<a href="mailto:caroline.friggens@cornwall.ac.uk">caroline.friggens@cornwall.ac.uk</a>	01637 857950



# WE OFFER OUR STUDENTS...

- a commitment to supporting them to become the best they can be
- first rate teaching from well qualified, industry experienced staff
- well equipped Learning Centres on each campus
- chill out zones, refreshment outlets and shops.

## Expert tutoring

Each full-time student has a personal tutor. Throughout their course, students benefit from group tutorial sessions to cover key topics such as personal safety, health and careers advice and expert one to one guidance, setting targets for their achievement, monitoring progress and discussing any concerns or support needs they may have. Through the student portal you can track their progress with them.

## Additional learning support

We are an inclusive college and provide personalised support for any learner who has a learning difficulty or disability through a team of expert learning support practitioners.

## Careers information and guidance

Each of our campuses has a careers information area and our industry and academic specialists can provide advice and support tailored to individual needs. We work closely with Careers South West who provide independent advice to students and their parents.

All students will have an element of employability in their programme which may be work experience, visits to trade shows or events, or speakers from key employers. If you are able to support this initiative through your own work contacts, please get in touch with us via: [feedback@cornwall.ac.uk](mailto:feedback@cornwall.ac.uk).



Charlotte Knight - CCSU President

## Cornwall College Students' Union (CCSU)

Through our National award-winning Students' Union, all students are offered local and national retail discounts, the chance to take on a SU Officer role and numerous opportunities to influence what happens at their college.

## Information, advice and support

Each campus has a student services area where students and their parents or carers can get information and advice on a range of issues such as transport, help with the costs of coming to college, attendance issues and any other queries. We also provide professional counselling services at each campus for students who need extra support.

## Important information

Our key policies can be found on our website, via our student portal or written copies can be supplied on request.

## Attendance

Attendance and punctuality are crucial to student success and we welcome your active support with this. We expect students to maintain a minimum of 95% attendance, unless parents or carers make us aware in advance of any health or personal issues that would prevent this. Holidays will not be viewed as authorised absence if taken in term time.

## Safeguarding

We have a legal duty to safeguard young people and vulnerable adults. This may involve us working with other statutory bodies and agencies in the case of significant concerns. Our designated safeguarding manager is Sue Jones, the Head of Student Services for The Cornwall College Group. Each campus has a safeguarding officer who deals with day to day student concerns.

We ask you to inform one of the safeguarding team of any concerns about the health and safety or protection of any child or vulnerable adult. Contact details for these staff are on the back of this leaflet.

## More information

The Parents and Carers section of our website contains everything you need to know about your daughter or son's college life.

[www.cornwall.ac.uk/parents-carers](http://www.cornwall.ac.uk/parents-carers)

