



PARENTS' & CARERS' CHARTER 2024/25

We are proud of the achievements of our young people here at the City of Stoke-on-Trent Sixth Form College. A significant majority of our young people progress to a wide range of university courses, including Oxbridge, Russell Group, Sutton 30 and local universities, whilst others choose to progress to apprenticeships, including prestigious degree apprenticeships, or directly into employment.

Your role as a parent/carer is extremely important in helping your young person with the transition to a college environment. Positive parental/carer interactions have a proven positive impact on a young person's learning, behaviour, attendance and progress. We support our young people to take responsibility for their own behaviour and progress whilst actively encouraging parents/carers to contact the College and interact with teaching staff.

If you have any issues or concerns over your young person's progress, please contact your young person's Progress Coach in the first instance, who will liaise with staff as required. For other enquiries, questions, concerns or suggestions for improvement, please contact the College via the contact details on our website. If you are not satisfied, please ask for details of the College's Complaints Procedure; any complaints are dealt with fairly and efficiently.

We look forward to working with you.

SUPPORTING YOUR YOUNG PERSON'S POTENTIAL: OUR COMMITMENT TO YOU

As a valued parent/carer, you can expect to receive support from the College in helping your young person to fulfil their potential. We will:

- 1> **TREAT YOU WITH RESPECT.**
- 2> **CONTACT YOU**
if there are concerns over your young person's attendance, punctuality, behaviour or progress.
- 3> **GIVE YOU ACCESS TO OUR CEDAR STUDENT INFORMATION SYSTEM.**
Here you can access information on your young person's attendance, punctuality and progress in all of their subjects at any time in the academic year (you can get support with this by emailing CEDAR@stokesfc.ac.uk)
- 4> **INVITE YOU TO A RANGE OF PARENTS'/ CARERS' EVENTS**
Including Parents'/Carers' Evenings, where you can speak with subject teachers; and our Progression Information Evening. All dates are available on the College website.
- 5> **PROVIDE INFORMATION ON EXAM ARRANGEMENTS.**
- 6> **RESPOND TO ANY ENQUIRY WITHIN 5 COLLEGE WORKING DAYS.**

DATE FOR YOUR DIARY: PARENTS' & CARERS' INFORMATION EVENING

Please attend our Parents'/Carers' Information Evening in September. You will be emailed details shortly after the start of term, so please ensure we have your correct email address.

THE COLLEGE EXPECTS YOU AS A PARENT/CARER TO:

- 1> **TREAT OUR STAFF WITH RESPECT.**
- 2> **AVOID BOOKING HOLIDAYS DURING TERM TIME**
And ensure that non-urgent medical appointments, driving lessons/tests and other non-urgent appointments are made outside of lesson times.
- 3> **ENCOURAGE YOUR YOUNG PERSON TO PROVIDE ACCURATE CONTACT INFORMATION**
And inform the College of any change in contact details, including a change of address, telephone number or email address; and take responsibility for sourcing a work experience placement that is relevant to their programme of study (support is available in College should they require help to do this).
- 4> **ATTEND AT LEAST ONE PARENTS'/CARERS' EVENING**
During each academic year.
- 5> **SUPPORT YOUR YOUNG PERSON**
To achieve their potential by:
 - > Encouraging them to attend all lessons, Personal Progress and Development (PPD) sessions and ASPIRE+ activities on time; and completing all PREP work by the deadlines set.
 - > Coming to College fully equipped and ready to learn (e.g. pen, paper, folder, if available their own fully charged electronic device etc.)
 - > Logging on to the CEDAR Parent Portal regularly to access information on your young person's attendance and progress; and asking your young person about their studies on a regular basis.
 - > Helping your young person to engage in actively researching future career plans.



SCAN HERE FOR MORE INFORMATION