



Priestley College is committed to its mission to inspire, challenge and support its students to excel in learning and in life. To demonstrate our commitment we have a charter that outlines what parents and carers should expect from the College. There is also a set of expectations we ask parents and carers to follow in order to support their child's educational development. This approach ensures that, together, we provide an experience that encourages your child to achieve their full potential academically whilst also promoting their overall personal development and wellbeing.

## ***Our commitment to you***

### **Professionalism**

- You should expect the College to fulfil its commitments set out in the Student Charter.
- You will receive prompt and courteous service when you contact the College and all communications between staff and parents should be conducted in a professional manner.
- You should feel able to bring forward any concerns or suggestions for improvements.

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### **Communication**

- You should expect timely communication from the College if your son/ daughter is absent from classes. We believe it is essential for parents to be informed promptly to ensure the safety and accountability of all students. This may be communicated as an automatic process and part of our safeguarding responsibility.
- You should expect regular updates regarding your son / daughter's academic performance, including progress reports, grades and effort.
- You will have opportunities to meet tutors at least once during each academic year to discuss progress (this may be an online parents' evening).
- You will have the opportunity to voice your opinions through parent surveys.



## Academic achievement

- You should expect the College to support your son/daughter with strategies that keep them on track and meet expected performance levels within their study programme.
  - You should expect us to challenge and support underperformance and engage with students and yourselves to address any concerns.
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## Behaviour

- You should expect to receive prompt updates relating to any underperformance, which will follow the stages of the Support & Discipline Procedure, outlined in the Behaviour for Learning Policy.
  - You should expect low attendance to be challenged and for the College to engage with both the student and yourselves to understand and address any barriers to regular attendance.
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## Learning environment

- You should expect the College to maintain a respectful and safe environment that is conducive to learning for all students. We uphold strict policies against bullying and discrimination to protect the well-being of our community.
  - You should expect your son/daughter to receive progression support from our careers team if / when needed. This might be either before the end of a student's programme, or as part of a scheduled progression plan.
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## Support

- You should expect your son / daughter to have access to a range of support services including counselling and additional academic support.
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## Experience

- You should expect that the college provides a wide range of enrichment activities to enhance their experience and boost their CVs.