

Parent Charter

2024-2025

Introduction

Throughout this Charter, we will use the term 'Parent' to refer to parents, carers, or guardians who are detailed on a student's records as the emergency/next of kin contact.

East Kent Colleges Group (the Group) is proud of the achievements of our young people. We believe it is important to:

- Work in partnership with Parents to support a young person's learning.
- Create a safe, respectful, and inclusive environment for our community (students, staff, and Parents).
- Model appropriate behaviour at all times.

To help us do this, we set clear expectations and guidelines for all members of our community. This includes staff and students (via the respective Codes of Conduct). We have similar expectations of Parents and these are set out in this Charter.

College is a very different learning environment from secondary school. Here, we support our students to take responsibility for their own actions and progress, to assist their transition into independent learners. Support is offered by a range of staff to ensure progression, but your role as Parent is just as important; we fully recognise that constructive home interaction has a positive impact on learning, behaviour, attendance, and progress. We value the contribution Parents can make towards their young person's education and would like to work in partnership with you to ensure that all our young people fulfil their potential.

As a valued Parent, you can expect the Group to:

- treat you with courtesy and respect;
- contact you if there are concerns over attendance, punctuality, behaviour, or progress. We will approach such concerns fairly, objectively, and transparently;
- encourage you to contact appropriate staff members in a timely manner should you wish to discuss any issues or problems and provide a comprehensive Complaints Policy should this become necessary;
- support you in helping your young person fulfil their potential and provide updates as agreed with you in your preferred communication method;
- provide a timely response to any enquiry made to the Group during our normal working hours; and
- provide login details to access our student information system, to view your young person's attendance, punctuality, and progress at any time in the academic year (ordinarily until the end of the academic year in which the student turns 18).

The Group expects you as a Parent to:

- collaborate with staff in the best interests of your young person and seek a peaceful solution by approaching the right member of staff to help resolve issues of concern in a reasonable manner;
- support your young person to achieve their potential by encouraging them to attend all lessons on time and be fully equipped for these, to complete independent study each week, and to meet deadlines set;
- contact appropriate staff with any concerns or issues which might impact progress using the appropriate communication channels. For example, we expect Parents to call named staff members to raise a concern rather than posting on social media;
- engage with our student information system, to view your young person's attendance, punctuality, and progress and embrace all other opportunities for parental contact and interactions offered during the academic year;
- encourage your young person to attend all lessons and exams, avoiding booking any holidays in term time which will affect attendance; and
- respect the ethos, vision, and values of the Group; treating all members of our community with respect and dignity. Disruptive or threatening behaviours, harassment, physical or verbal abuse (including offensive language) will not be tolerated.

If the Group suspects, or becomes aware, that a Parent has breached this Charter, we will gather information from those involved and speak to the Parent about the incident. Depending on the severity of the incident, and in accordance with relevant internal procedures, the Group reserves the right to restrict Parent's physical access or methods of communication if required to safeguard the wellbeing of our community.