

## NEW COLLEGE, SWINDON

### CODE OF CONDUCT

#### GOVERNORS

All Governors should:

1. Abide by the 7 principles of public life:
  - **Selflessness** – holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.
  - **Integrity** – holders of public office should not place themselves under Any financial or other obligations to outside individuals or organisations that might influence them in the performance of their official duties.
  - **Objectivity** – in carrying out public business, including making public Appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.
  - **Accountability** – holders of public office are accountable for their Decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
  - **Openness** – holders of public office should be as open as possible About all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
  - **Honesty** – holders of public office have a duty to declare any private Interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
  - **Leadership** – holders of public office should promote and support These principles by leadership and example.
2. Support the aims and objectives of the College and promote the interests of the College and its students in the wider community.
3. Work co-operatively with other governors in the best interests of the College.
4. Acknowledge that differences of opinion may arise in discussion of issues but, when a majority decision of the Governing Body prevails, it should be supported.

5. Base his or her view on matters before the Governing Body on an honest assessment of the available facts, unbiased by partisan or representative views.
6. Acknowledge that as an individual Governor, he or she has no legal authority outside of meetings of the Governing Body and its committees.
7. Understand that an individual Governor does not have the right, other than through the Chairman and Governing Body's agreement to make statements or express opinions on behalf of the Governors.
8. Resist any temptation or outside pressure to use the position of Governor to benefit himself or herself or other individuals or agencies.
9. Declare openly and immediately any personal conflict or interest arising from a matter before the Governors or from any other aspect of governorship.
10. Respect the confidentiality of those items of business which the Governing Body decides from time to time should remain confidential.
11. Take or seek opportunities to enhance his or her effectiveness as a Governor through participation in training and development programmes and by increasing his or her own knowledge of the College.
12. Give priority as far as practicable to attendance at meetings of the Governing Body and its committees.
13. Have regard to his or her broader responsibilities as a Governor of a public institution including the need to promote public accountability for the actions and performance of the Governing Body.

### **OUR MISSION**

The mission of New College is to provide quality education, training and services which:

- Meet our customers' needs
- Encourage individuals to realise their full potential
- Support lifelong learning
- Help young people, the community and business to prosper

### **OUR AIMS**

The aims of New College are:

1. to put our customers first
2. to provide services in ways that are flexible, responsive, friendly and efficient
3. to provide first class customer service and promote high standards in education and training

## **OBLIGATIONS TO STUDENTS**

All students attending New College should expect:

1. clear, accurate and up-to-date information about all aspects of the College including its courses and results, facilities and community activities;
2. reliable and impartial advice and information about the choices available in learning programmes, further and higher education and future employment;
3. information about College fees, other costs and any financial support available;
4. a personalised programme of study and learning;
5. support which will give the best chance of fulfilling or exceeding qualification aims;
6. high quality teaching and effective management of chosen learning subjects to independent inspection;
7. a personal tutor to support learning;
8. regular information on progress and achievements;
9. access to relevant learning materials – books, the internet, handouts, etc.;
10. a safe, professional and friendly learning environment;
11. the best choice of sport, recreation, leisure and short course programmes in the area;
12. the provision of:
  - information to parents, employers and the local community on what to expect in their relationship with the College;
  - a contact person and information about the Colleges approach to students with learning difficulties and disabilities;
  - confidential specialist counselling and advice on personal matters;
  - guidance on what to do if things go wrong or if there is cause for complaint or grievance or if it is necessary to appeal against any decision made by the College

## **OBLIGATIONS TO EMPLOYEES**

*New College is committed to ensuring that all employees are treated equally and fairly within the requirements of employment law. It will provide a safe workplace*

## **OBLIGATIONS TO PARENTS**

New College aims to work with parents of all students attending the College and will do this by:

1. keeping parents regularly informed of the students progress;
2. providing opportunities for parents to discuss progress, problems and opportunities which may arise, either at parents' evenings or at a time convenient to them;
3. ensuring that each student has a personal tutor who can contact parents as required;
4. promptly reporting any particular or exceptional performance, opportunities or problems.

### **OBLIGATIONS TO EMPLOYERS**

Employers should expect the College to provide:

1. information to help them recruit suitable employees and to send employees on the right courses;
2. information on course content and qualification, assessment methods and exemptions, fees and any other costs;
3. high quality teaching and effective, managed learning for employees;
4. regular reports on employees performance and progress;
5. information about any facilities that can be used and any changes made.

### **OBLIGATIONS TO THOSE PERSONS OFFERING WORK PLACEMENTS FOR COLLEGE STUDENTS**

Those persons offering work placements for students of New College can expect the College to provide:

1. clear information about the aims and objectives of the placement;
2. that the student concerned is suitable for the placement, well prepared and willing to make a contributions to the workplace;
3. the opportunity to comment on the student's performance and contribute to the assessment procedure;
4. a named contact at the College for every student. That person will also visit the student during the placement.

### **OBLIGATIONS TO THE COMMUNITY**

New College aims to work in partnership with local community groups and local people and to involve them in College life by responding to their needs and providing education, training, recreational and social activities cost effectively.

The College wishes to encourage as many people as possible regardless of age, sex or sexuality, ethnic background or ability to benefit from the College and its activities.

We are always seeking to work with other top class organisations to ensure that the customer receives the best possible service.

### **VALUE FOR MONEY**

*While having regard for European Union (EU) standards and safety regulations, in order to achieve good VFM, New College Swindon's policy is to:*

- *ensure the College has an efficient and effective staffing structure to facilitate the achievement of its strategic aims*
- *integrate VFM principles within existing management, planning and review processes;*
- *adopt recognised good practice where appropriate to do so;*
- *benchmark the College's activities against other similar institutions where this is considered useful;*
- *respond to opportunities to enhance the economy, efficiency and effectiveness of activities;*
- *only enter into contracts which offer quality at a competitive price, having researched the market and taken advantage of offers and discounts;*
- *observe the need for price quotations and for tender invitations according to the limits prescribed in the College's Financial Regulations;*
- *ensure that all systems and processes are designed to maximise integration and eliminate duplication and delay;*
- *through the College's self-assessment framework, develop appropriate internal and external service standards and monitor delivery against them;*
- *promote a culture of continuous improvement;*
- *demonstrate actively to both internal and external observers that the achievement of VFM is sought in all activities;*
- *ensure that all staff recognise their continuing obligation to seek VFM for the College as part of their day-to-day activities;*
- *undertake periodic VFM reviews of key areas or activities;*

### **PROCEDURE FOR RAISING COMPLAINTS**

Everyone who deals with the College should expect open, fair and effective complaints procedures if they are not satisfied with the services they receive. If something goes wrong it is important that the College is notified immediately so that attempts can be made to put things right and to improve our service.

Complaints can be made to any member of the College staff. All staff wear name badges. Usually problems can be solved immediately. If not, you may prefer to

discuss your complaint with a senior member of staff who can be contacted through Customer Support.

A feedback form can also be completed. These are available either from the Reception or on-line and returned to the College FREEPOST. It is also possible to either speak to, or meet with Graham Taylor, Principal or Duncan Webster, Student Services Manager.

The College promises that all complaints will be investigated fully and that you will receive a written response within five working days, listing action taken where necessary.

If it is felt that there is cause for complaint or that the complaint has not been dealt with appropriately the case may be referred to the Chair of Governors by writing to him at the College.