



CARMEL RC COLLEGE

STAKEHOLDER STANDARDS & EXPECTATIONS

Foreword & Mission Statement

The Governors and staff of Carmel RC College believe that the Mission Statement of the College should be at the heart of this policy.

We shall endeavour to be a community which witnesses to the Gospel and the values contained therein.

‘I came that you may have life in abundance.’ John Ch10 v10

We shall endeavour to be a worshipping community and celebrate this in daily prayer and liturgy.

Our community must be characterized by supportiveness, a welcoming approach, a caring ethos with justice given to all within it.

We shall strive to provide opportunities and an environment in which all pupils develop according to their full potential.

We must seek to ensure that all members of our community experience and find hope, joy and fulfillment and a sense of their own worth and that of others by participating as fully as possible in College life.

We shall strive to maintain fruitful links with parents, parishes, Primary feeder schools and the local community in the recognition that the College is dependent on the interaction and support of many agencies to achieve the aims embodied in this Mission Statement.

We shall regularly evaluate our organisational and management structures to ensure that they reflect the spirit of this Mission Statement, especially through the effectiveness of the College’s communication systems.

‘Where there is no vision, the people perish’. Proverbs Ch29 v18

The College has a range of stakeholders which essentially fall into the following categories:-

1. students/parents/guardians
2. visitors

Regular consultation takes place between stakeholders regarding the standards and expectations. Annually students and parents are given the opportunity to comment on whether the College has met the standards and expectations. This information is used to inform the College Priorities and College Improvement Plan.

Students/Parents/Guardians

The Statement of Partnership forms an integral part of the contract between the College and parents/guardians and is signed by all parties when a student begins College. The Statement of Partnership is as follows:-

Between the Governors and Staff of Carmel RC College and the parents of
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Carmel RC College offers your child an education based on the Catholic ethos of our Mission Statement. We endeavour to provide an excellent standard of education with a positive learning environment in a safe, caring and nurturing context.

We have high expectations of every pupil in terms of their academic achievement, their behaviour in and out of College, their participation in extra-curricular activities and their respect for staff and pupils.

In partnership with the College we ask that parents/guardians support their child by attending Academic Mentoring Days each year, providing an area for study in the home, by avoiding absences from school, by signing the homework diary weekly and by communicating with the College over any issue which may affect the child.

In partnership we strive to fulfill the potential of every child.

Specifically there are a number of expectations and standards that the College aims to achieve for parents and students.

We will endeavour to provide an environment where children can,

BE HEALTHY

1. By providing an environment which promotes our young people's spiritual, physical, mental and emotional health giving information, advice and guidance relating to relationships, healthy lifestyles and promoting a responsible attitude towards alcohol. We will encourage young people not to smoke and take illegal drugs.

STAY SAFE

2. By ensuring that students are safe from bullying, accidental injury, discrimination, crime, anti social behaviour and have security, stability and are cared for.

ENJOY & ACHIEVE

3. By ensuring that students enjoy their time in College we will promote excellent attendance. We will set stretching targets for all students linked to national standards whilst ensuring that every student's personal and social development is enhanced to its full potential.

MAKE A POSITIVE CONTRIBUTION

4. We will encourage students to engage in decision making and support their community (locally, nationally and internationally) as well as the environment. We will encourage students to be law-abiding and have positive behaviour in and out of College, developing healthy relationships and choosing not to bully or discriminate, encouraging students to develop their self-confidence and successfully deal with significant life changes and challenges. We will develop enterprising behaviour.

ACHIEVE ECONOMIC WELL-BEING

5. We will encourage students to engage in further education, employment and training and ensure that they are ready for employment.

Carmel RC College is committed to providing a professional service and to ensure this is achieved, a set of common service standards have been identified which will be regularly monitored, to ensure that we strive to maintain and improve our performance.

Professional Standards

The following professional standards are pertinent for all stakeholders ie students, parents, guardians and visitors to the college.

The College will:-

- treat all stakeholders with respect and courtesy.
- provide training for all new staff, with follow-up training thereafter to ensure that staff provide a helpful, professional and friendly service.

Comments and Complaints Procedure

The College welcomes comments and complaints from members of the public and external organisations in order to further improve the service it provides. Comments can be made using the Suggestion Scheme (available at Reception) and complaints

can be made in various ways ie by telephone, in person, by e-mail or in writing. A copy of our Complaints Policy is available at Reception.

Telephone Calls

The College will endeavour to answer all telephone calls within 15 seconds (approximately 4 rings) between the hours of 8.30 am to 4.30 pm during term time. When answering or receiving a call staff will endeavour to identify themselves immediately.

At all times the College's main priority is the safety and well being of its stakeholders, be they pupils or adults, and therefore it may be that on occasions the above standard is not met as a direct result of an issue being addressed.

The call routing service is used to direct a call more effectively during busy periods and the answer phone is used at weekends and when the College office is unoccupied.

During holiday periods the College office will be staffed regularly each week, however if parents wish to leave a 'voicemail' message the College will endeavour to respond within 5 working days.

Dealing with correspondence

The College will endeavour to respond to all letters, faxes and e-mails from outside organisations and customers within 5 working days of receipt.

Dealing with Visitors to the College

The College reception will be staffed between the hours of 8.30 am to 4.30 pm during term time.

The College will endeavour to ensure that all its visitors are made to feel welcome. All visitors are required to 'sign in' to the College and will receive a Visitor Badge for the duration of their visit.