

CWA is committed to supporting our learners to fulfil their potential, develop independence and make the transition to further and higher education, employment and training. We also recognise that, for young people approaching adulthood, the engagement and support of parents and carers can play a central role in this development and are committed to working in partnership to achieve this.

This charter sets out our approach to communicating with parents and carers of learners under the age of 18 at the start of their programme and those aged up to 25 with an EHCP. It outlines what you can expect from us and our expectations of you.

What You Can Expect from CWA and its Staff

Information, Advice and Support

- Publish on our website clear and up-to-date information about the range of courses and related services available to your child, details of open days and application processes to support you to help them choose the right course at CWA
- Information about your child's progress and performance at college
 - Access to their progress, achievement, attendance and behaviour records on the Student Portal (subject to their permission).
- Parent/carer meetings
 - An opportunity to attend a parents & carers meeting with the course director at a given point in the academic year to discuss their progress.
- Welfare & safeguarding
 - The welfare & safeguarding team will contact you if there is a concern for your child's welfare that requires your support and will respond appropriately to any concerns and queries you raise about their welfare.
- Opportunity to ask questions and raise concerns with relevant CWA staff in relation to their studies or welfare
 - Provide information (via website) on how to contact key CWA staff and departments, how to raise concerns and make a complaint

Communication

- Communication from CWA staff may be via telephone, email, text message or by pre-arranged in-person meeting. We will use the contact details recorded on the Student Portal for the person listed as a parental/carer emergency contact. Brief notes of conversations with parents may be recorded on the Student Portal
- Enquiries, queries and requests for information relating to your child's education will be directed to the most appropriate member of staff (or team) at CWA and you should normally expect a response within 3 working days (sooner for matters of urgency).

Behaviour and Conduct

- CWA staff will behave professionally and treat you with courtesy, respect and dignity in all forms of communication – written, phone and in person

What We Expect of Parents and Carers

- Encourage and support your child to activate your permissions to access the Student Portal.
- Log into the portal regularly to keep yourself informed about their progress.
- Attend any meeting regarding your child requested by CWA staff.
- Support them to attend 100% of their course timetable
- Take an active role in ensuring they participate fully in their learning and ensure they complete all assignments and homework in line with expectations.
- Ensure they have the appropriate kit and equipment for their course.
- Help them to understand and comply with the CWA Student Code of Behaviour.
- Comply with CWA policies and protocols at all times on college premises.
- Behave with courtesy, respect and dignity in all forms of communication with CWA staff and students.

Unacceptable behaviour

We will not tolerate abusive language, threatening or unacceptable behaviour against any member of staff. Unacceptable behaviour includes, but is not limited to, the following examples:

- Shouting, either in person or over the telephone
- Speaking in an aggressive or threatening tone
- Physical violence or intimidation
- Any form of bullying behaviour
- Inappropriate posting on social media which could bring the college into disrepute or be deemed as bullying
- Unreasonable and/or repeated demands towards members of staff

CWA reserves the right to take any necessary actions to ensure that members of the college community are not subjected to abuse. This may include restricting or ceasing communications and, in some cases, barring individuals from accessing CWA campuses.