Parent Charter

Highlands College Jersey

Introduction

This charter applies to any adult that has legal parental responsibility for any young person in the College.

Highlands College is proud of the achievements of our students. We believe it is important to:

- Work with Parents to support each young person's learning and development.
- Create a safe, respectful, and inclusive environment for our whole community
- Model appropriate behaviour and uphold the values of the College at all times.

To help us achieve this, we set clear expectations and guidelines for all members of our community. As staff and students are guided by their respective Codes of Conduct, we have similar expectations of Parents, as set out in this Charter.

At Highlands, we support our students to take responsibility for their own learning and progress, helping them to develop as independent learners. While a range of staff are on hand to provide guidance and support, your role as a Parent remains vitally important. Positive engagement at home has a major impact on attendance, behaviour, and progress.

Every student will have a personal tutor responsible for their pastoral care, and who will be your primary contact, and who will make contact with you within the first three weeks of the first term. We welcome your partnership in working with personal tutors (and, where necessary, Heads of Department) helping every student to fulfil their potential.

What You Can Expect from Highlands College

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

- Treat you with courtesy, respect, and professionalism at all times
- Send a welcome email from the Personal Tutors within the first three weeks of the academic year, establishing key contacts, communication channels, and support arrangements.
- Provide termly progress updates in your preferred communication method, as agreed
- Provide opportunities for in-person communication including our Progress Evenings and Parental Working Group
- Contact you promptly if we have concerns about your young person's attendance, punctuality, behaviour, or academic progress
- Make available a Complaints Policy should a formal process become necessary
- Respond to enquiries within two working days during normal College working hours
- Keep you informed about College developments, celebrations and opportunities for support in the form of our Parent and Carer Newsletter and social media posts
- Provide information and guidance on the Parent and Carer section of our College website

What We Expect from You as a Parent

In order to support your young person and our College community, we ask that you:

- Work with College staff in the best interests of your young person
- Support your young person by ensuring they attend all timetabled lessons, tutorials, and College activities, recognising that full attendance and punctuality are vital to their achievement, wellbeing, and future success.
- Encourage them to complete independent study and meet all assignment deadlines.
- Contact the College through appropriate channels if you have concerns (telephone or email named staff directly rather than raising concerns through social media)
- Do not book holidays or appointments during term time wherever possible
- Respect the ethos, vision, and values of Highlands College, treating all members of our community - students, staff, and fellow Parents - with dignity and respect. Disruptive, threatening, or abusive behaviour (including offensive language, whether in person, by telephone, in writing, or online) will not be tolerated.

Breaches of This Charter

In the unlikely event that a breach of the charter occurs, the College will follow the Government of Jersey's Unacceptable Behaviour Policy. We ask all Parents to help us maintain a positive and supportive environment for every student at Highlands College. Thank you for your continued partnership.

Please note:

We are committed to maintaining open communication with parents throughout a young person's study programme up to the age of 19. Where a student commences their programme before turning 19, we will seek their consent to continue working in partnership with parents to support their progress, attendance, and wellbeing throughout their time at college.

If a student aged 19 or over chooses to withdraw their consent to parental communication, the College will normally respect this decision. However, the College reserves the right to contact parents or relevant agencies where there is a safeguarding concern, significant welfare risk, a current or previous Record of Need, or a legal obligation requiring us to do so.

Contact Us

If you have any questions about this Charter, please contact us:

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