



STUDENT CHARTER

This charter explains what you can expect from the College and, in return, what the College expects of you.

What you can expect the College to provide:

When considering applying for a course:

- Clear and accurate information on available courses.
- Unbiased advice and guidance on courses.
- Enquiries and applications for courses handled fairly and promptly.
- Clear advice and guidance on how you can be supported whilst on a course, covering learning disabilities and difficulties, finance, transport and accommodation.

When studying on a course:

- A campus where safeguarding ensures a safe, secure and healthy environment
- Opportunities to get involved in a range of recreational activities and make positive contributions to the college and the local community.
- An environment where everyone is treated equally, fairly, and with respect.
- A course of study that leads to a nationally recognised qualification(s).
- An appropriate induction to the course, which confirms your learning programme.
- Handbooks that explain the key feature of the college and the teaching, learning and assessment arrangements for your course.
- Teaching that is of a high standard delivered by suitably qualified and experienced staff.
- Assessments that are marked fairly and within an agreed timescale.
- High quality facilities and equipment specific to your course.
- Learning resources and information, learning and technology facilities that help you complete course work.
- Mechanisms to provide you with constructive feedback on your progress and help you set your own targets, improve performance and increase motivation on the course.
- Mechanisms to record your attendance and progress and to inform you if you fail to meet minimum requirements.
- Support in organising suitable work experience (if appropriate).
- Careers, welfare and confidential counselling services.
- Appropriate learning support to ensure you make the best of your studies.
- Advice on future careers and courses.
- Prompt payment of any support funds to which you are entitled.
- Opportunities to consult and seek your views on a regular basis on how the college and the course can improve.
- Any complaints are dealt with promptly and are fully investigated.

If you feel that you are NOT receiving the service described we would like you to tell us:

- Speak to your tutor or another member of staff.
- Speak to a member of the Student Association.
- If you cannot resolve an issue through discussions with staff then it would be appropriate to use the College Compliments and Complaints Procedure.

In return, the College expects you to:

- Conduct yourself in a manner where your behaviour is of a high standard, to be respectful to all members of the college community, whoever they are, and uphold our “values”:-

People – Learn about democracy, develop your teamwork and leadership skills, whilst still maintaining your individual liberty. Recognise the valuable contribution each person can make to society

Responsibility – Be responsible and accountable for your actions and decisions, take pride in your community and country and be environmentally sustainable through your behaviour

Integrity – Demonstrate honesty, integrity and understand the rule of law, demonstrate these standards in everything you do

Diversity – Recognise, respect, promote and celebrate diversity. Oppose behaviour or views that discriminate against those with different faiths, beliefs, or appearances.

Excellence – Challenge yourself to strive for the highest standards of quality and behaviour. Be the best you can be!

- Give 100% commitment to your course and work to the best of your ability.
- Attend all timetabled sessions and to be punctual.
- Inform the college of any absence, as explained in the course handbook, and to make appointments for dentists/driving lessons, etc, outside of your course timetable.
- Arrive at lessons on time and fully participate in activities.
- Take responsibility for your own learning and complete course work to your highest standard by the deadlines set.
- Inform your tutor of any problems that might affect your performance.
- Understand and comply with the college rules and regulations, especially those relating to health and safety, safeguarding and equal opportunities including the wearing of ID at all times on campus. The college does not tolerate unacceptable behaviour or harassment or bullying of any members of the college community.
- Report to the Student Services team any concerns you may have or witness related to bullying, discrimination or extremist behaviour

If the College feels that you are NOT meeting your responsibilities we will:

- Meet with you and this may involve discussions with the Principal or Vice Principal.
- Speak to your parents/carers/employer, where appropriate.
- If we cannot resolve an issue through discussions with you, it may be appropriate that you are asked to leave your course.

Further sources of information that you might find useful:

- College prospectus
- College student handbook and diary
- Course handbook (which contains a copy of the Student Charter)
- Health, Safety and Environmental Policy
- Equality and Diversity Policy
- College Compliment and Complaints procedure

(Please ask any member of staff if you wish to access any of these documents – they are on the college website).

Date of issue	28 August 2018
Next Review Date	June 2021
Lead	Assistant Principal, Quality and Learner Services
Approved	Executive (28.8.18) Ratified/approved (if applicable): Corporation
Published	College website, student and staff intranet
Equality Analysis Review (if applicable)	Next review June 2021