

# The Student Charter

## You can expect us to:

- Help you choose a course that is right for you
- Make the College a safe, caring and helpful place for you to learn
- Welcome and induct you onto your course and the College
- Give you the teaching and support you need to succeed and progress
- Make sure that classes start and end on time (and let you know quickly if they can't)
- Provide well resourced Learning Centres and services to support you
- Tell you how you are to be assessed, talk with you about how you are doing and agree your learning targets with you
- Give you opportunities to review and feedback on your course and College services
- Deal quickly and efficiently with any problems you tell us about
- Offer advice and support on any study or personal matter you choose to tell us about
- Treat you fairly
- Tell you about changes to the College which may matter to you
- Keep you informed of opportunities for you to be actively involved in College life
- Help you to prepare for your next step after College

**We want to know if you feel we haven't done as you expect. You can tell us what you would like us to improve through our Complaints Procedure or by attending one of the many student groups.**

## We expect you to:

- Be proud of the good name of the College and follow the college rules
- Show courtesy and respect to fellow students and staff at all times
- Attend all classes on time, work hard at your studies and complete your assignments on time
- Work with your tutors and support staff to make sure you succeed and progress
- Go to classes with the right equipment, ready to learn and appropriately dressed
- Switch off your mobile phone devices when in class and in the corridors
- Move carefully and quietly through College buildings
- Go to all tutorials and work towards the targets agreed with your tutor
- Pay, on time, any fees which are due
- Wear your student pass at all times and show it if asked
- Care for the College environment, respecting College and other people's property and avoiding waste
- Treat everyone with respect, regardless of differences you may notice between you and them
- Stand up against unfair treatment by reporting it quickly
- Tell us if we could do better or you have a problem
- Be actively involved in your learning and contribute to College life
- Produce evidence of your learning