

STUDENT CHARTER

As a dynamic college for aspiring communities, Vision West Nottinghamshire College places all its learners at the heart of excellence. With this in mind, this Student Charter for Higher Education students has been developed with student advocates, the Students' Union, focus groups and best practice in the sector following Quality Assurance Agency guidance. This Student Charter is a partnership agreement between you the student, and the college.

TEACHING, LEARNING AND ASSESSMENT

We will:

- Provide teaching, learning, assessment, advice and support through a range of methods to help you achieve your qualification and to meet your needs as an individual.
- Provide clear and consistent assessment strategies, criteria and briefs at the beginning of the course/modules and clear deadlines and timeframes for feedback on submitted work.
- Provide access to learning resource centres and IT facilities including Moodle.
- Provide you with opportunities for personal and professional development (PPD), and focus on employability, career development and employment opportunities.
- Provide a dedicated HE study skills coach to help you with academic study.
- Provide a dedicated HE central team to offer advice and guidance and help you access the practical support available.

We expect you to:

- Take responsibility for managing your own learning by taking an active part in lessons, group learning activities and tutorials.
- Allocate regular time to study independently outside taught sessions and submit your own work by agreed deadlines.
- Attend induction, participate in timetabled sessions and tutorials regularly and on time, and obtain agreement from your tutor in advance, for any essential absences.
- Participate in personal and professional development activities to fulfil your potential.
- Commit to work placement opportunities, where offered, attending punctually and reliably, as agreed, and complying with assessment requirements.

LISTENING TO STUDENTS

We will:

- Provide and promote a range of mechanisms for you to give feedback on your course.
- Inform you of the opportunity to become a course representative or student advocate, or take part in appointing a course representative to represent your views.

We expect you to:

- Take part in student/learner voice processes, and feedback to us, to ensure we are able to enhance the overall student experience.
- Take responsibility for change by using informal approaches to staff to support in-year improvement.
- Take a constructive and responsible attitude when you are asked to provide feedback.

SUPPORTING INDIVIDUALS

We will:

- Expect our staff to treat you equally, and respectfully and proactively promote equality and diversity through teaching and learning.
- Respect people's different beliefs and provide an environment that is free from harassment or discrimination.
- Work hard to ensure that you reach your full potential regardless of your personal characteristics or socio-economic status.
- Make all reasonable adjustments to our provision, teaching and learning resources, access and other publications to enable equal access for all individuals and groups.
- Make sure that our expectations of your behaviour are consistently applied across all aspects of college life, taking your needs into consideration in a fair way.
- Provide access to the Students' Union and its services, as well as the Vision University Centre and its services.

We expect you to:

- Respect and engage with our values and Learner Code of Conduct.
- Show respect to staff, other students, visitors and property, and refrain from any behaviour that is offensive to others.
- Tell us about any problems/barriers which might affect your studies, to enable appropriate help and support to be provided to you.
- Provide the necessary information to enable us to arrange appropriate support for you where possible.
- Be responsive towards any support offered to you, and take full advantage of the services provided to you.
- Keep any appointments made with advisors or counsellors to avoid unnecessary cancellations and delays.
- Make yourself aware of the services and activities organised by the Student Support teams, the Students' Union and the Vision University Centre.

COMPLETING FORMALITIES

We will:

- Provide a 'Complete HE Package' guide with information on your course, your tutors, when to attend college and the college services that we provide.
- Make sure information about services, facilities and support is clearly publicised.
- Provide information on the fees involved and the financial support available for your course.
- Operate and publish a clearly set out complaints process, which ensures that complaints are dealt with in a fair and timely manner as detailed in the complaints procedure.
- Ensure that you are made aware of the appeals process for your course.

We expect you to:

- Make arrangements for any payment of fees promptly, and if applicable, produce, on request, evidence regarding benefits or proof of income.
- Familiarise yourself with college and/or partner information and policies.

For further information on policies and procedures relevant to the Student Charter, visit the Academic Policies and Regulations section of the Vision University Centre Moodle.

<http://moodle.westnotts.ac.uk/course/view.php?id=313>

