

SUPPORTING HIGHER EDUCATION

Higher Education Student
Charter

MULC
Newcastle-under-Lyme College
HIGHER EDUCATION



HIGHER EDUCATION STUDENT CHARTER

Our Student Charter aims to explain in simple terms what you can expect of Newcastle-under-Lyme College to enable you to fulfil your potential whilst studying as a higher level student. We expect everyone to treat each other with respect and courtesy and to act in a fair, honest, open and independent way. We are committed to providing an outstanding student experience and putting our higher level students at the centre of everything we do. In turn we expect you to work hard and engage with all the opportunities presented by the college.

EQUALITY AND DIVERSITY

The College values and celebrates the diversity in both its student cohort and workforce. The Equality and Diversity policy is in place to demonstrate our commitment to equality, for all those working and studying at Newcastle-under-Lyme College. This policy applies to staff, students, customers and suppliers. It applies to anyone who uses the College at any point in time. All users are to be treated with dignity and respect and without being subject to discrimination. Newcastle-under-Lyme College is committed to the promotion of equality and diversity and is dedicated to the elimination of discriminatory practices. You will be supported to reach your full potential, regardless of your age, disability, race, gender, ethnicity, marital status, sexual orientation, religion or belief, your maternity status or whether you have undergone gender reassignment. As a member of the Newcastle-under-Lyme College community we also expect you to treat others with dignity and respect.

STUDENT VOICE

The student voice is central to the development, improvement and enhancement of our Higher Education provision. The feedback students provide allows us to hear the student voice and encourage student participation in the development of the higher education we offer. We gain this feedback in a number of ways including:

Student Representation

Each course will elect a Student Representative who will represent their cohort and express the views of both their peers and themselves in relation to how courses operate. Students have the opportunity to represent their programme in regular meetings with members of our Higher Education Strategy Group and staff involved in the delivery and promotion of higher education at the College. Student Representatives will collect and voice the opinion of the students and work with those staff who are in a position to implement changes where possible. From 2014/15 a Lead Student Representative will be appointed to help actively support the further development of our approaches to student engagement in Higher Education.

Surveys

We will ask you to complete relevant surveys including The National Student Survey (NSS), Newcastle-under-Lyme College HE Student Surveys and surveys/module reviews from the university to which you are affiliated (if applicable). From the comments you provide we will endeavour to enhance your course, the overall Higher Education provision at Newcastle-under-Lyme College and support services we offer to students. We will inform you of such improvements once they have been implemented.

Individual Feedback

We welcome your feedback at any time during your studies. You can do this in a variety of ways; contact your Course Leader, speak with a Student Representative or via our Higher Education Facebook page - <http://on.fb.me/1yxWlBZ>

We will inform you of the impact your feedback has on the College through your Student Representative, direct communication to you or via notes and plans from relevant meetings. These will be published on our HE Portal within the College's VLE (I-Site) which you can access at any time.

YOUR EXPERIENCE

You can expect Newcastle-under-Lyme College to offer a high quality, inclusive learning experience by aiming to:

Teaching, learning and assessment

- Provide a custom built Higher Education suite for our Higher Education students.
- Encourage and develop academic and personal education via teaching, learning and assessment activities, allowing you to explore your chosen subject in ways appropriate to your learning aims
- Provide a high quality learning experience, with qualified, skilled and professional staff who will demonstrate and work within current industry standards to assist with the employability of all students
- Provide an induction programme, informing you of your rights and responsibilities and the demands of the course and the support you can access
- Administer assessment systems that comply with partner university/awarding body requirements
- Provide you with access to and guidance in relation to the External Examiner report(s) for your programme via our Higher Education Portal
- Have all formally assessed work marked and returned to you within the agreed timeframe with effective feedback
- Implement and use procedures recognising and addressing poor punctuality, attendance and performance

Personal and professional development

- Provide advice and guidance on academic standards and the requirements of your programme of study to support your academic development
- Provide impartial advice and guidance enabling you to identify the course/programme or employment position you wish to progress to on completion of your studies
- Provide information and support for pastoral matters.

Resources and facilities

- Make accessible and provide a wide range of learning resources and facilities in relation to your chosen programme of study
- Make available support to ensure that you can take full advantage of the resources on offer at Newcastle-under-Lyme College and partner Universities (if applicable)
- Provide access to clear information on University/Higher Education fees and advice and guidance about student loans, hardship funds and other student funding

Our staff

- Provide enthusiastic academic staff who have expertise in teaching within their disciplines and who are actively supported to undertake professional development and deliver high quality teaching and learning
- Ensure all business support staff are knowledgeable, approachable and are able to provide assistance as needed

Communication

- Review all comments and complaints seriously and respond to them appropriately and in accordance with the applicable procedures
- Listen and allow you the opportunity to have a say in how your experience and/or course could be enhanced
- Communicate with you regularly, either directly or indirectly, through Student Representatives in relation to topics which may affect your experience

Legal matters

- Ensure your personal information is held securely within Data Protection Act 1998 legislation
- Ensure appropriate Health and Safety policies and procedures are in place and that they are adhered to
- Provide appropriate and accurate information in relation to partner University/awarding body regulations for compliance purposes

Additional support

- Identify any individual learning needs and have these accurately diagnosed (subject to funding) and provide effective and appropriate support if required once approved by the Disabled Students Allowance (DSA)
- Signpost you to qualifications available in English and Maths and English for Speakers of Other Languages to help support your studies if required
- Provide any other additional learning support if applicable

As a student of Newcastle-under-Lyme College we will expect you to:

Personal and academic conduct

- Pursue your academic studies in a hardworking and responsible manner, taking the initiative to develop the skills needed to become a successful and independent higher education learner
- Fully engage in your Higher Education induction programme
- Attend all taught sessions and inform us if you are unable to attend for any reason
- Submit all assessed work by the set deadlines and advise us if you are unable to meet these using the procedures for mitigating/extenuating circumstances, as appropriate
- Make use of feedback provided on your assessed work to make the best of your learning experience
- Take advantage of work experience, placement and volunteering opportunities
- Treat your fellow students, staff and members of the community with the same level of respect as you expect to receive from others

Communication

- Communicate with us regularly, providing balanced and timely feedback about your higher education experience
- Let us know if you have any problems. We can only help solve or support you if we are aware of issues present
- Participate actively and honestly in surveys about your experience as a higher education student

Information

- Familiarise yourself with the requirements and regulations of your course, particularly those including policies for submission of assessed work and the regulations regarding academic conduct and plagiarism
- Regularly access College and University (where appropriate) email to ensure you stay up-to-date with notices and information relevant to you

Obligations

- Ensure you make arrangements for the full payment of your fees and that the College and/or university partner is fully aware of these arrangements by the deadlines specified
- Provide information to the College at the earliest opportunity if there is an issue that may impact upon your studies and seek advice where appropriate from relevant support services
- Abide by regulations for the use of technology, equipment and facilities
- Update us of any changes in personal information or circumstances to ensure our records are accurate

POLICIES, PROCEDURES AND REGULATIONS

The following policies, procedures and regulations set by the College are available for access by HE students on the College's Higher Education Portal via I-Site:

- Academic Appeals Procedure
- Complaints Procedure and form
- Data Protection Policy
- E-Safety Policy
- Equality and Diversity Policy
- Health and Safety Policy Statement
- HE Handbook
- Student Disciplinary Guidelines