

NEW STUDENT CHARTER



ARE YOU CONSIDERING BECOMING A STUDENT?

We will aim to provide you with clear information, advice and guidance on:

- Courses of study, qualifications and entry requirements
- Course content and organisation
- Methods of teaching and assessment
- Grants, financial support and travel
- Arrangements for students with additional educational needs
- Pastoral support for students
- Opportunities for progression in to additional education and employment
- Our policies.

The above information is available to everyone - students, parents, employers and members of the community. Student Services is the first point of contact.

WHAT CAN YOU EXPECT AS A STUDENT?

We aim to provide you with quality teaching, training and learning opportunities. This means:

- Preparation, assessment and course materials will be of a high standard
- All courses will cover the requirements for the relevant qualification
- Where work placements are part of the course they will be planned, monitored and reviewed.

WHAT HAPPENS WHEN YOU DECIDE TO APPLY?

You are entitled to a place on a course of study with us if:

- We offer your choice of course
- You meet the entry requirements
- There is a place available on the course.

Your application will be handled fairly and efficiently.

IN ADDITION TO YOUR COURSE YOU WILL HAVE:

- Access to a well-equipped Library
- Help with study skills
- Information, advice, guidance and support with gaining employability attributes
- Good recreational and refreshment facilities
- Information on policies and positive behaviour procedures
- An opportunity to become a member of the Student Council
- Opportunities to engage in student experience activity
- Careers advice
- Regular tutorials with your course tutor.

As a full-time student, during your programme of study with us you will be asked to sign a Student-College Agreement outlining your entitlements and responsibilities.

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WHAT SUPPORT SERVICES ARE AVAILABLE TO YOU?

- A confidential welfare service
- Advice on travel costs and transport information
- Information on applying for a grant and the financial support available to you
- Advice and guidance on all of our courses
- Careers and Higher Education advice and information
- Regular updates on your progress
- Advice on alternatives if your course does not meet your requirements
- Additional academic support
- Personal support is provided through our tutorial system, Student Services and our Academic Support Centre.

HOW CAN YOU MAKE YOUR VOICE HEARD?

- Students can provide feedback and suggestions to the Student Council; the President meets regularly with the Principal and attends governors' meetings
- You will be asked for your opinion on your course and our facilities through regular Student Voice questionnaires.

WHAT TO DO IF SOMETHING DOES NOT SEEM RIGHT?

If you are experiencing problems, we would like to sort them out quickly, fairly and without fuss. Dealing with your concerns can help us to improve the quality of our service. If you wish, your complaint or concern will be handled confidentially.

COMPLAINTS

If you are not happy about any aspects of your course or about other services that we provide, we will take your concerns seriously. Our Complaints Procedure provides guidance on how to proceed. To summarise, it is expected that, if possible, any issues should be raised with the person most directly responsible in order to try and sort things out. If this does not resolve the matter, a letter may be addressed to the relevant Head of Faculty or Service Manager. If this is not satisfactory, the relevant Senior Manager can be contacted and finally the Chief Executive of the Department of Education, Sport and Culture. Staff in the Student Services Centre can provide Information, guidance and support about this process.