

# The College Charter

**The following outlines the standards of service you can expect from The College of West Anglia, and what the College expects of you**

## Before you start

- The College will ensure that appropriate information, advice and support is provided to all. This will include information on:
  - Courses and qualifications available to help you make a choice that meets your needs. The College will respond promptly and efficiently to all requests for information on courses. Written requests will be responded to within 5 working days
  - Charges and fees
  - Support services available
  - Opportunities for progression to other courses
- The College will respond to your application, acknowledging its receipt within 5 working days and inviting you to an interview as soon as possible if your course requires one

## On Your Course

The College will ensure that you have:

- An introduction to the College and your programme of study
- An appropriate safe and secure learning environment
- The highest quality learning experiences and opportunities
- Assessment standards and practice that meet the levels set by the external validating body
- Your work assessed/graded within 15 working days unless an awarding body eg ARU, indicates a shorter or greater length of time within their own regulations
- Tutor support and action planning to set and achieve your learning goals
- An individual learning plan where appropriate
- Regular and constructive advice and feedback on your performance
- A right to appeal against assessment decisions
- Appropriate resources
- Careers advice and education
- Personal development opportunities
- The best possible opportunity to succeed

## Support for Students

The College will make available to you:

- Information, advice and guidance on courses and progression opportunities
- Advice on access to additional support if you have a learning difficulty or disability
- Information about transport, accommodation and possible financial assistance whilst studying
- The College counselling service to assist with personal problems
- Access to organisations that provide advice on health, housing, benefits, finance, careers and other support services
- Opportunities to learn more about staying healthy, safe and contributive to society

## Students' Responsibilities

As a student you have to:

- Wear your lanyard and ID (except for health and safety reasons in workshops)

- Treat fellow students, College staff and your visitors with respect and courtesy and to not give offence to others by language or actions
- Fully participate in your learning
- Attend your classes regularly and punctually
- Work hard at your studies and complete assignments on time
- Show the highest standards of behaviour
- Support the Students Union and the class representative system
- Follow College policies and procedures
- Treat the College's buildings and equipment with respect
- Observe College and, if on work placement, employer health and safety regulations
- Ensure you maintain an effective balance in your College, social and work responsibilities
- Unacceptable behaviour may result in you being excluded from the College
- Bring any concerns you have promptly to the attention of an appropriate person

## Relationships with Employers

- The College will ensure representation of employers on the College Corporation
- Progress reports, where appropriate, will be provided to employers who send their employees on College courses
- Employers providing work placements will receive:
  - A clear statement of intended learning outcomes for the student on placement
  - Guidance on the respective responsibilities of College and employer
  - Well prepared students
- A separate "Employers' Charter" for services to employers is available

## The College's Performance

The College is committed to monitoring and continuously improving its standards of performance. It will:

- Regularly survey the views of students, staff and employers and act appropriately on identified issues
- Encourage compliments, comments, suggestions and complaints, and will respond within 15 working days
- Publish its standards of performance in an annual report

You are encouraged to raise any concerns about your studies, course or the College with tutors, class representatives, student advisers or the Quality Manager

## Equality and Diversity Opportunities

The College is committed to promoting Equality and Diversity and regularly reviews at all levels aspects of its operations to ensure that potential and existing students are not disadvantaged.

**Details on all the College Policies and Procedures can be obtained from STUDENT SERVICES on 01553 815271**

## Your 'Outstanding' College



**The College**  
of West Anglia

