

## STUDENT CHARTER

The College is committed to ensuring the protection of its learners and promoting their health and well-being.

We are committed to providing the highest quality of service that, through continuous improvement, aims to meet and exceed the expectations of all our existing and potential students.

### 1. INFORMATION AND ADMISSIONS

You will be given access to accurate information to help you to enrol on the right programme. You will have access to course information in the form of course guides and course booklets. These contain information on:

- The aims and objectives of the programme
- The entry requirements, skills tests where appropriate and the initial assessment process
- The type of teaching and learning and the assessment methods
- The arrangements for work experience, visits / residential experiences and associated costs, where relevant
- The potential progression pathways, including Higher Education, Further Education and employment, and how the programme relates to and prepares you for the world of further study/work
- Learning support if you have additional needs
- Details about your induction

We welcome applicants from all backgrounds and provide:

- Speedy handling and efficient consideration of your application
- Advice and initial guidance to help you find the right programme
- Clear and accurate information about tuition fees and college charges, together with details of any payment arrangements that may be offered
- Flexible enrolment sessions (with online, postal and telephone enrolment at certain times for some courses)
- Information and advice on sources of financial support and childcare.

You are required to:

- Provide full and accurate information on application and enrolment forms
- Pay tuition fees and charges within with agreed time scales.

### 2. INDUCTION

You will be given:

- Information on the College and the facilities
- Information about Student Services and Learner Support
- Information about Student Representation and the Student Voice
- A Learning Agreement specifying the programme of study
- Information on the college expectations in terms of attendance, punctuality, conduct and commitment
- Information and course specific expectations, including the programme of study and the assessment requirements
- An introduction to the PD Central programme for full-time students
- An induction to the College IT network
- Information on the key points of health and safety, equality, diversity and inclusion and safeguarding

You are required to:

- Attend all induction activities
- Provide all information requested during the induction process
- Ensure you are clear about the College expectations and your rights and responsibilities as a student at Central College
- Develop positive working relationships with learners and staff within the college.

### 3. The LEARNING PROMISE

Learning sessions will:

- Start on time
- Be held in a safe, orderly and stimulating learning environment
- Be part of a detailed scheme of work, well planned and have a clear structure
- Specify the learning objectives and make clear the skills, knowledge and/or understanding that will be developed during the session
- Build on existing skills, knowledge and understanding and relate directly to your personal goals and targets
- Be active, engaging, motivating, challenging and inclusive
- Encourage you to take responsibility for your learning and progress
- Use resources that are tailored to your needs, interests and abilities
- Develop your employability skills through the PD Central framework

- Develop your maths and English skills
- Develop your digital literacy skills, through the use of e-learning
- Develop your understanding of Health and Safety
- Develop your understanding of Equality, Diversity and Inclusion
- Provide timely and constructive assessment and feedback so you are clear about your attainment and progress, strengths and areas for development, future targets and what you need to do to improve
- End with a summary of the lesson so that you are clear about your progress towards the session objectives and your personal targets
- Conclude with a brief introduction to the next session with signposts to how it links with the current lesson, other aspects of the course and progression opportunities
- Provide you with details of any learning activities which you need to do in preparation for the next learning session

You are required to :

- Attend all timetabled activities punctually and account clearly for any absences or lateness
- Complete work to the best of their ability by agreed deadlines
- Take responsibility for their learning by bringing all they need to classes and by participating fully in all learning activities and review processes
- Actively engage in the learning process and demonstrate behaviour conducive to learning
- Foster positive working relationships and participate in collaborative learning
- Avoid cheating, plagiarism or other irregularities that constitute academic misconduct

#### **4. SUPPORT FOR STUDENTS**

You will be given:

- The support you need to succeed
- Targets and action plans that are challenging but achievable and reviewed regularly to help you to fulfil your potential
- Regular feedback on your progress and advice on how you can improve
- Advice on further learning opportunities after the course
- Access to specialist learning support, careers advice and guidance
- Access to confidential financial advice
- Support for your progress through liaison with their parents, employers and other stakeholders as appropriate

You are required to:

- Behave in an appropriate manner and work with others productively and co-operatively
- Seek help when you need it and take advantage of the support offered.

#### **5. THE COLLEGE ENVIRONMENT**

(a) Equality and diversity.

- We will ensure that all actual or potential students are treated equally
- We will actively promote equality and diversity
- We believe that all forms of prejudice and discrimination are unacceptable and will challenge inequality, prejudice and discrimination
- We will not tolerate bullying or harassment

You are required to :

- Play an active part in equality and diversity arrangements by respecting the rights of others, refusing to take part in behaviour which degrades others and reporting inappropriate behaviour.

(b) Facilities and resources.

- We offer a safe and secure environment that meets the needs of the College community
- We operate a safety code of practice for your programme area and specific instructions in, for example, workshops, laboratories and studios
- We provide catering services delivered through a variety of outlets and supplemented by vending machines
- We provide vegetarian and Halaal food options
- We provide access to learning resources which you need for your course.

You are required to:

- Co-operate with College staff and fellow students to maintain a socially acceptable standard of behaviour
- Help to make the College a safe and pleasant place for all by following all health and safety guidelines and taking care of College buildings, furniture and equipment
- Make yourself aware of the Fire Action Notices and the procedures to be followed in the event of the fire alarm sounding
- Comply with the Codes of Practice for library users, IT users, Internet users and users of the learning centre
- Sign the student agreement

## 5. QUALITY ASSURANCE

You will be given:

- High quality provision that is regularly monitored and evaluated with the setting of targets for continuous improvement
- Opportunities to provide anonymous feedback by surveys during and on exit from their course
- Representation at course team meetings, the Student Council, various learner forums and the Board of Governors
- Details of the complaints and commendations procedures (below).

You are required to:

- Provide the college with feedback through formal structured processes such as surveys and other processes identified through the Learner Involvement Strategy
- Elect student representatives to your course team and Student Council.

## 6. COMPLAINTS AND COMMENDATIONS

To register a formal complaint, or to make a commendation or suggestion, please complete a Complaint Form or Commendation/Suggestion Form obtainable from the reception areas and the libraries at each college centre or the Student Centres. The completed form should be handed in at the same location.

If you are not a student and wish to complain please put the complaint in writing and send to

[enquiries@centralnottingham.ac.uk](mailto:enquiries@centralnottingham.ac.uk)

or write to

The Quality Team  
Central College Nottingham  
High Road  
Chilwell  
Beeston  
Nottingham  
NG9 4AH  
Telephone: 0115 914 6414

### (a) Complaints.

We strive to provide a high quality service. If, on occasion, we have not met this standard we would like the opportunity to put things right. Our aim is to respond to complaints promptly and fully, to learn from the feedback and to make improvements as a result.

- Some minor issues can often be resolved on the spot in an informal talk with an appropriate member of staff. We would not wish to discourage such speedy resolution by documenting every case.
- If the informal approach does not work or is not preferred, we encourage the use of the formal written procedure.
- We aim to provide a response from the Head of School, or the relevant support manager, within ten working days of receipt of a written complaint.

### (b) Commendations and suggestions.

As part of our commitment to continuous improvement we would like to learn from your experiences.

- If you have received exceptionally good service from a member or team of college staff we would like to hear about it. We will then pass on your commendation and learn from the good practice.
- We would also like to know if you have any suggestions that would improve our service to you and others. We aim to provide a response within ten working days of receipt of a suggestion.