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STUDENT CHARTER

Norton Radstock College

Student Charter

1. Your Entitlement

We believe in putting you, the student, at the centre of everything we do. This section sets out what you can expect from us.

1.1 Equality of Opportunity and Diversity

All members of the College are of equal value irrespective of their race, sex, religion, age, sexual orientation, disability, gender preference, marital status, cultural background, political views, employment status, state of health, dress preference and child care responsibility.

1.2 Teaching and Learning

You are entitled to:

- clear information about your chosen programme of study including content, workload and methods of assessment
- a learning experience which draws on the skills and expertise of suitably qualified and experienced staff
- access to the College Student Support services and resources to enhance your studies
- formal and informal guidance on your progress with regular assessment and prompt marking of work submitted
- access to a range of information technology facilities
- access to a range of appropriate additional support for people with specific learning difficulties/disabilities (which might include extra tuition, special arrangements with examination boards, loan of personal computers, a hearing induction loop and minicom service for someone with a hearing impairment)
- the opportunity to participate in the evaluation of your course as part of the College's quality system
- access to enrichment opportunities for students following a substantial programme of study
- details of fees and all other charges you may incur whilst studying on your chosen course

1.3 Guidance and Support

You are entitled to:

- initial assessment and guidance which helps ensure you are placed on courses most suited to your prior experience and to your future aims
- the support of a Personal Tutor for students on a substantial programme of study

- regular review of your overall progress so that targets for achievement and for the future can be set
- access to information about financial support, childcare and Nursery facilities
- access to the confidential College Counselling Service
- access to Careers advice and guidance, help with applications and preparation for interview
- guidance on departure from the College/completion of courses and a reference, as requested
- accreditation of work experience where appropriate
- access to a range of support services for students requiring additional help with their studies

1.4 Environment/Health and Safety

You are entitled to:

- a safe, pleasant and appropriate learning environment
- access to College amenities, facilities, teaching rooms and learning resources
- access to a range of specialist facilities which we offer to people who have permanent or temporary disabilities, including ground floor rooms with disabled access and reserved car parking spaces
- a non smoking environment (except in designated areas)
- appropriate Health and Safety information in accordance with current legislation

1.5 Complaints

If you have a serious concern about the delivery of your entitlement, you may wish to follow the College's Complaints Procedure.

2. Your Responsibilities

In return you, as a student, have responsibilities and obligations towards fellow students and members of staff.

2.1 Equality of Opportunity and Diversity

For all members of the College to enjoy equality of opportunity, it is essential that all members of the College, individually, seek to promote equality for all.

This means you should:

- treat others on their own merits and respect their right to learn
- respect and value the difference between individual members of our community
- avoid discriminating against others in ways which may cause offence either through words or actions

2.2 Learning Agreement

You have a responsibility to:

- attend all parts of your programme
- notify your Personal Tutor and lecturers in advance where absence is unavoidable
- be punctual to every class and to bring everything you need
- apply yourself with total commitment to all your courses
- submit all set work on time, meet coursework deadlines and, if absolutely necessary, negotiate an extended deadline in advance of that deadline
- avoid any form of copying in coursework or exams
- attend Learning Support Workshops if it becomes evident that these should form an integral part of your programme of study
- attend examinations
- abide by College examination procedures
- participate in the College's quality system as requested, eg by completing questionnaires
- ensure all relevant fees are paid on time

2.3 Personal Conduct

You have a responsibility to:

- show consideration and courtesy to all other members of the College and to visitors
- avoid behaviour, dress, actions or language which may cause offence or harm to others and avoid any form of personal abuse
- avoid excessive displays of intimacy and affection in public places
- recognise that members of staff are ultimately in positions of authority to which you must defer
- avoid behaviour or condoning behaviour which could lead to criminal prosecution (including use of illegal substances or alcohol on site)
- avoid any form of harassment or bullying

2.4 Environment/Health and Safety

You have a responsibility to:

- treat all aspects of the College site and environment with care and respect avoiding damage or abuse
- dispose of litter carefully in the bins provided
- avoid damage to other people's property
- ensure noise levels do not disturb others, particularly in the Learning Resources Centre, study areas and near examinations
- recognise that the catering facilities are for all students
- comply with College policies with regard to the use of computing equipment and Internet access
- follow Health and Safety regulations strictly

- familiarise yourself with Emergency Evacuation procedures and treat all health and safety devices such as fire alarms, fire exits etc appropriately
- refrain from smoking on site (except in designated areas)
- drive safely, with due care and attention, within site speed limits and with consideration for others; park only in designated student areas.
- report any health and safety hazard to Reception or Facilities immediately

Any serious breach of your obligations under the Student Charter may lead to disciplinary action. The College reserves the right to contact parents/guardians of 16-18 students.

2.5 Parents, Guardians or Carers of Students under 19

We ask that you support your son/daughter/ward in meeting their obligations as a student during their time with us. In particular, there are two areas in which we would ask for your active help:

- holidays should not be arranged during term time as this impedes progress. If such an event occurs it will be regarded as an absence, so please inform the Personal Tutor in writing giving timely notice
- part time employment is a useful experience but should not conflict with College obligations.

We also need the consent of parents, guardians or carers of students aged under 19 so that they can participate in educational visits, field trips and work experience during the day that are organised by the College as part of their course. You will be notified separately if there are any residential visits planned. A family or friend contact number will be required on all College trips.

2.6 Employers

We ask that you work in partnership with the College to support your employee in meeting their obligations as a student. In particular, there are two areas in which we would ask for your active help:

- employees should be released from work to attend all parts of their learning programme
- employees should be given support to undertake any work based projects

In addition, the College will support the employer to assist the student to attain their learning goal. Should you wish to act as an assessor, work based training opportunities can be made available.