



GRŴP COLEGAU
NPTC
GROUP OF COLLEGES

Higher Education Student Charter



The NPTC Group of Colleges Higher Education Student Charter

NPTC Group of Colleges is committed to providing high quality learning opportunities for individuals wishing to follow a programme of Higher Education. The College recognises that both staff and students have rights and responsibilities that help determine the ability of the College to maintain and enhance its fundamental role of teaching and learning across all further and higher education programmes.

This Student Charter has been created by the College to encourage the commitment of all staff and students to the principle of partnership and to make clear the basis on which that partnership rests.

At all times:

The College will:

- + Be prompt, efficient, effective and courteous in its dealings with you
- + Provide equality of treatment for all regardless of age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religious belief and non-belief, sex and sexual orientation
- + Apply the same academic criteria to people with disabilities as to all other applicants and students, and will aim to equalise their opportunities by working towards a supportive and accessible environment
- + Seek to provide an atmosphere conducive to learning and free from harassment and discrimination
- + Treat you as a partner in a lifelong process of self development and enable you to continue your association with the College after you leave
- + Take all reasonable steps to provide a safe, secure and healthy environment and one in which energy and other resources are conserved
- + Safeguard all the personal information

you provide and comply with the requirements of the Data Protection Act.

As a student you should:

- + Be prompt, efficient, effective and courteous in your dealings with the College, its staff and your fellow students
- + Help to create and maintain an atmosphere conducive to learning and an environment which encourages equality of treatment
- + Inform the College at the earliest opportunity of any disability you have which may affect your opportunities as a student
- + Use to the full your opportunities for self-development
- + Use the facilities and resources of the College, whether in departments or centrally, with respect and consideration for all other users
- + Take personal responsibility for promoting a safe, secure and healthy environment and the sustainability of resources
- + Comply with the terms of all College

regulations and the requirements of all College Codes of Practice or similar documents which are available on the College website

- + Ensure that you notify the College of any criminal convictions that you have or may receive
- + Ensure that you tell the College of any change to personal details such as address or contact numbers
- + Consider retaining your association with the College after you leave.

Before you arrive...

The College will:

- + Provide accurate information about its programmes of study and research training and their costs in sufficient detail to enable you to make an informed choice
- + Explain the criteria, procedures and timescale for selection
- + Give accurate and accessible information about sources of funding for students and the availability of support for those with special needs
- + Inform you about the other facilities and services which the College provides.

As an applicant you should:

- + Make every effort to ensure that you have the information to make an informed choice of programme
- + Undertake any preliminary reading or other academic preparation your HE tutors have requested
- + Begin the process of arranging financial support, accommodation and any other support you require as early as possible
- + Ensure that you make arrangements with the College for the payment of your fees, either by yourself or a third party (e.g. Student Loans Company or a sponsor)
- + Ensure that you take up opportunities

to access Disabled Students' Allowance.

When you begin your programme of study and at key points during it...

The College will:

Give you clear and timely information in written/web-based form about:

- + The broader aims and objectives of the programme for which you are registered, the choices of modules and units available, the means by which the programme will be assessed overall and the criteria which will be used
- + The aims and objectives of each individual module or similar unit of study and what you should be able to achieve by the end of it
- + The methods by which the module or unit will be assessed and the criteria which will be used
- + The teaching and learning methods which will be used and the means by which your transferable skills will be developed and assessed, e.g. working with others and making oral presentations
- + The computing, library and other academic services which exist and the levels of service they will provide
- + The Careers Service and the information and guidance that is available to you.



- + Any professional recognition which is

available on successful completion of a particular programme of study

- + Identify the staff who are responsible for individual modules or units and for programmes of study overall or who undertake other duties of relevance to you and explain how they can be contacted
- + Explain the means by which your views on individual modules or units, on programmes of study overall and on other aspects of your experience will be sought - both individually and corporately through representatives on committees - and how information on the responses to those views will be fed back to you
- + Describe how you will be provided with systematic information on your individual progress, on your areas of strength and weakness, and on the means by which you can improve your performance.

As a student you should:

- + Ensure that you read and retain the information provided, regularly check e-mail and relevant noticeboards and seek clarification of anything you do not understand
- + Attend all lectures, seminars, tutorials, laboratory classes and other teaching sessions, unless they are explicitly stated to be optional
- + Complete promptly the academic work requested of you, particularly that which contributes to your formal assessment, and attend all examinations
- + Be willing to experiment with different ways of teaching, learning and assessment and take joint responsibility with the College for developing your abilities as an independent student
- + Participate fully and constructively in

- the opportunities provided for you to give your views on the modules or units you undertake, on your programme of study overall and on your educational experience more generally so that provision may be improved for you and your successors
- + Ensure that any paid employment that you undertake during term time does not affect your studies and if a Tier 4 HTS sponsored student, you adhere to the conditions of your Visa in relation to restricted working hours.

To support you during your period of study...

The College will:

Provide a range of personal support services itself, or in conjunction with partner universities and colleges, including services in the following areas:

- + personal tutorial support
- + careers and employability
- + health
- + support for disabled student
- + welfare and sources of personal financial advice
- + counselling
- + catering
- + childcare
- + support for international student, including the:
 - development of advanced English language skills
 - recreational facilities
 - social and cultural events
 - provide information about how to access more specialist services which may be provided in the local community or by national bodies.

As a student you should:

- + Take responsibility for seeking the support you believe you need
- + Take seriously advice that you would

benefit from seeking particular kinds of support.

To involve you in the decisions affecting you...

The College will:

- + Provide representation for students at programme or school level
- + Provide feedback on the outcomes of representation made by students
- + Provide advice and training for those who act as student representatives.

As a student you should:

- + Provide information and opinion to the students who represent you and give them your encouragement and support
- + Consider whether you should stand for election as a student representative
- + Present the views of your colleagues fairly and constructively if you act as a student representative.

If things go wrong...

The College will:

- + Promote effective means of resolving the majority of difficulties at the level of the academic or service department where the problem occurred and provide a clear and equitable procedure for formal complaints when such problems remain unresolved
- + Provide advice about the implications of requesting permission to change programme, suspend your studies or withdraw from the College
- + Explain how decisions are made about students whose academic progress is unsatisfactory and the part the student plays in those procedures
- + Operate a clear and equitable academic appeals procedure
- + Operate a clear and equitable student disciplinary procedure.

As a student you should:

- + Normally begin to deal with any complaint you may have by talking to the individual or individuals concerned and then, if necessary, to the person in charge of the area involved
- + Seek advice immediately when your academic progress gives you, or the staff who teach you, cause for concern or if you think you may wish to change your programme, suspend your studies or leave the College.



The College subscribes to NUS Wales and has an active Student Union.

Any complaints which applicants or students have about the implementation of this Student Charter should be pursued through the Complaints Procedure which can be accessed on the student intranet.

The Student Charter has been implemented to ensure that all Higher Education students have access to fair and equitable treatment whilst studying at NPTC Group of Colleges.

Monitor and Review

This charter is reviewed every Spring by the Assistant Principal Higher Education and the Student Representative Group for publication in August of each year.