

# Student Charter

*Inspiring Learning, Enriching Lives, Delivering Success:  
**more than just an education***

*Our Student Charter represents the shared values of  
NPTC Group of Colleges' (NPTC) staff, students and Students' Union.*

## **NPTC commits to:**

- Encourage and promote equality, respect and diversity.
- Provide programmes of study that are academically and vocationally relevant for current and future employment needs.
- Deliver a high standard of learning and teaching in a supportive learning community.
- Supporting student learning and wellbeing in accordance with students' individual needs.
- Provide effective methods of communication between staff and students and promote the opportunities for students to be able to voice their opinions and evaluate their learning experiences.
- Provide an environment that promotes the use of Welsh language and culture and to work in partnership with the Coleg Cymraeg Cenedlaethol to promote Welsh-medium educational provision.
- Address student concerns in a sensitive and professional manner and to communicate in a timely and open way.
- Deal with complaints in a timely manner in accordance with regulations.
- Provide detailed information and advice on the costs of study and tuition fees.

## **The Students' Union commits to:**

- Encourage equality and promote diversity.
- Protect students' welfare and represent them at a programme, school and management level.
- Work in partnership with NPTC's Schools and Professional Units to enhance the student experience and wellbeing.
- Provide a range of societies, social events, personal development and sporting activities.

## **Students commit to:**

- Act in accordance with NPTC's values as presented in the Strategic Plan and comply with NPTC's regulations.
- Be part of NPTC's learning community and engage fully in their studies by participating in classes and supported learning activities.
- Complete coursework within the agreed timescale and act responsibly in all assessment and examinations.
- Participate in processes which are designed to support learning or promote student wellbeing.

"NPTC will service its contractual obligations to students and comply with its commitments under consumer law as outlined by the Competition and Markets Authority. In doing so, NPTC will work to protect the student interest when responding to circumstances such as significant changes to how a course is delivered or course closure.

The University has in place procedures to respond to these circumstances which will mitigate the potential impact on students and which recognize the different needs of its diverse student body."

If you have any questions about the Student Charter please contact [higher.education@nptcgroup.ac.uk](mailto:higher.education@nptcgroup.ac.uk)

**Links to further information are available on the online version of the Student Charter at  
[www.nptcgroup.ac.uk](http://www.nptcgroup.ac.uk)**



**Student Charter  
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