

Student Charter

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

*Our Student Charter represents and was jointly written to share the values
of NPTC Group of Colleges' staff, students and Students' Union.*

The College 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, wellbeing and health (including mental health) in accordance with students' individual needs and meets its statutory responsibilities regarding equality, safeguarding to provide a safe and secure learning environment, including suicide safer approaches.
- 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.
- Conform to relevant Welsh Standards and provide an environment that promotes the use of Welsh language and culture and the Students' Union will work closely with the **Coleg Cymraeg Cenedlaethol** to provide wider study opportunities for Welsh medium students and develop.
- Address student concerns in a sensitive and professional manner and to communicate in a timely and open way.
- Support students and deal with complaints in a timely manner in accordance with regulations.

- Ensure that students' interests are protected and comply with our responsibilities under consumer protection law, as set out by the Competition and Markets Authority, including the provision of information on the cost of study.

The Students' Union commits to:

- Encourage equality and promote diversity.
- Protect students' welfare and represent students at a programme, school and management level.
- Work in partnership with the Colleges' 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 the Colleges' values as presented in the Strategic Plan and comply with the Colleges' regulations.
- Be part of the Colleges' 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.

The **Student Zone** is a place where all students can receive free help, advice, and support in a relaxed, welcoming, and confidential environment. Our professional and friendly team provide specialist support in a range of areas including safeguarding, finance and health and wellbeing.

If you have any questions about the Student Charter please contact HEAdmin@nptcgroup.ac.uk

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