

## Student Charter



Principal: Tim Jackson BTEch (Hons), PGCE

**Our Mission Statement**

To inspire learners to recognise and achieve their full potential

**Our Beliefs and Values**

Excellence, Passion, Team Work, Integrity, Innovation,  
Sustainability, Valuing Others and Supportiveness

**Sparsholt College Hampshire incorporating Andover College**

The ***Student Charter*** was reviewed and approved by the Board of Governors in December 2010 and is the current version.

Equality Impact Assessment	
	Conducted: April 2011
	Located: College Document Library
Originator: <i>Ralph Stratton</i>	Located: College Document Library

In line with the Disability Discrimination Act (DDA), Sparsholt College Hampshire incorporating Andover College will make all reasonable adjustments to ensure our Policies are accessible. This document can be made available in alternative formats.

# **Sparsholt College Hampshire incorporating Andover College**

## **CHARTER FOR STUDENTS**

### **Overview**

Sparsholt College Hampshire (incorporating Andover College) is committed to providing access to and the delivery of high quality learning programmes linked to our values and opportunities which meet the individual and collective needs of our learners.

It is our college's aim to equip learners for life, by helping everyone to develop and sustain their personal motivation, enterprise and commitment to their course of study and by promoting behaviours and attitudes that will enable our students' positive contribution to the workplace and the community in which they live.

These charter commitments are intended to focus all members of the college, students and staff alike, on sustaining the principle that learners are at the heart of all that we do.

### **Students should expect:**

- To be treated fairly, with respect and courtesy
- Guidance and advice on the most appropriate learning programme(s) to meet their needs
- Equality of opportunity and access to participate in learning programmes
- The College to maintain a safe, secure and welcoming campus and learning environments by maintaining procedures and practices which minimise risk and, by providing information and advice for students, about how to stay safe
- An induction programme which enables a smooth transition onto their course
- Access to learning support for any identified learning support needs
- Guidance about how to get the most from the college's learning resources
- Clear and readily available information about financial and personal support during their time at college, including:
  - Specialist counselling and careers guidance
  - Health, welfare, money management and medical advice
- Opportunities to develop social and employability skills and behaviours and to maximise their potential to make a full and valuable contribution in the College, the workplace and the community in which they live
- To be advised about their entitlement to opportunities to expand the College experience, through a range of extra-curricular social, sporting and cultural activities where appropriate
- The College to adopt a 'zero tolerance' policy in respect of unacceptable behaviour towards and harassment or bullying of, any members of the College community
- To receive a timely response to any feedback given about the services and support that the College provides

### **On their course(s), students can expect:**

- Learning programmes that are:
  - Stimulating and inspirational and which assist them to realise their full potential
  - Well managed, adequately resourced and supportive of their learning needs
  - Delivered by appropriately qualified, experienced and skilled staff
- Encouragement and support from their tutors, to take responsibility for managing and personalising their own learning and development.
- Assignment and assessment programmes which are planned, fair and appropriate to their learning needs and which meet the requirements of awarding bodies
- Assignments to be assessed and returned within the timeframes set out in Course Handbooks
- Constructive and timely feedback from tutors which focus on helping students to maximise their academic performance
- Regular reviews at which progress targets will be set by their tutor, which they will be expected to achieve
- Help and guidance to enable them to make the transition from learning programmes to employment or to further study
- To be asked for feedback on what they value most and what we could improve

### **Students are expected to:**

- Be responsible for their own behaviour and for its consequences, both in College and when representing the College in the wider community, for example during work placements and any other College related activities
- Treat all members of the College, students and staff, fairly and with respect and to extend the same courtesies to everyone they come into contact with through their studies
- Ensure their own safety and comfort and that of others around them, by complying with:
  - the College Code of Conduct
  - college Health & Safety procedures and work placement environments
  - and by following the instructions of staff and work placement mentors
- Take full responsibility for their own learning experience, ensuring that they:
  - are fully familiar with the requirements of their learning programme and that they discuss any uncertainties with their tutor
  - punctually attend all classes, including work placement
  - maintain course portfolios, as required by the Course Handbook and by tutors
  - hand work in on time
  - use their non-taught time constructively
  - participate in surveys intended to plan improvements to the provision
- Speak out, to their tutor or to any other member of staff, if they feel unsafe in any way, or if they experience or witness bullying or any other form of unacceptable behaviour

The following College documents contain additional information relating to your course, the College and the commitments and expectations that are set out in this Student Charter:

- Student Handbook
- Course Handbook
- Equal Opportunities and Harassment Policy (including Race Equality Statement)
- Learner Safeguarding Policy and Procedures
- Learner Conduct and Performance Policy
- Accessibility Statement
- Learning Policy
- Tutorial Policy
- Enrichment Policy