

# Sandwell College HE Student Charter

## 2019 - 2020

**SANDWELL  
COLLEGE**

**A CAREERS COLLEGE**

[sandwell.ac.uk](http://sandwell.ac.uk)

  
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## Our Student Charter

Our Student Charter has been developed with the aim of clearly outlining what you can expect from the college as a higher education student. All students are encouraged to read the charter so that they clearly understand what to expect when studying with us, and also what Sandwell College expects from you in return to ensure that that you are able to fulfil your highest potential whilst studying your higher education course.

Sandwell College is a place where we treat each other with respect, and behave in a fair, honest, and open manner. Our students are at the heart of our college, and we're focused on providing an outstanding student experience to all of our students, to ensure that each and every one achieves their highest potential. In order to get the best out of your higher education experience with us, we expect you to work hard, and engage with all opportunities that are presented to you.

At Sandwell College we celebrate the diversity of our student and staff population and treating people with dignity and respect and without discrimination is of utmost importance. As such have a clear Equality and Diversity Policy in place demonstrating our commitment to equality for all those working or studying with us. At Sandwell College, you will be supported to achieve your full potential, regardless of your age, race, gender, ethnicity, marital status, sexual orientation, disability, religion or belief. As a member of the Sandwell College community it is also our expectation that you will treat others with dignity and respect.

## What you can expect from us

Throughout your time at Sandwell College, you can expect a **high quality, inclusive learning experience**. We aim to ensure this by:

- Providing access to a high quality Higher Education Centre for all our higher education students
- Encourage and develop academic and personal education via teaching, learning and assessment activities, allowing you to explore your chosen subject in ways appropriate to your learning aims
- Ensuring we employ qualified, skilled and professional staff to assist with the employability of all students
- Providing a clear and intensive induction programme, detailing student responsibilities and expectations, the demands of the course and the support you can expect to receive
- Administer assessment systems that comply with partner university/awarding body requirements
- Provide you with access to and guidance in relation to the External

Examiner report(s) for your programme via our virtual learning environment (VLE).

- Ensure all work is marked and returned to you within the agreed timeframe with constructive feedback
- Monitor punctuality, attendance and performance and implement measures where these do not meet desired standards.
- Provide access to state of the art facilities and learning resources in relation to your chosen course
- Providing a safe place on campus to work, and study as well as providing access to policies and procedures which safeguard the health, safety and welfare of students

Sandwell College is committed to ensuring that you receive **impartial advice and guidance** on matters relating to your choice of course, or institution of study. We will also make sure that you receive clear information relating to Higher Education fees, as well as guidance on student loans, hardship funds, and any other information deemed relevant.

**Our staff** are highly enthusiastic not only about their subject areas, but also in seeing our students succeed. Sandwell College is committed to ensuring all staff are supported to undertake professional development to ensure continuously high quality teaching and learning. Our support staff are equally knowledgeable, approachable and passionate in ensuring that students are supported.

At Sandwell College, you, our students, are at the heart of everything we do! Our students' feedback is critically important to us, and is vital to support the development, improvement and advancement of our Higher Education offering, and we actively encourage all learners to **engage with the College and to offer their feedback**. We do this by:

- Ensuring all students have the opportunity to engage with each other, and a wide range of staff across the College
- Ensuring that communication channels are open, and there is a clear process for raising any queries, suggestions or complaints
- Actively encourage all students to share their feedback across the College through the completion of surveys, including College-based and external surveys such as the National Student Survey (NSS)
- Encourage student participation, with the design, review and development of the curriculum, student support and wrap around services
- Ensure an active relationship between the College and the Students' Union
- Ensure each course elects a student representative who will represent their group and feedback the views of their peers at curriculum meetings
- Empower student representatives to play an active role in the future development of student engagement in Higher Education at Sandwell College.

Sandwell College has an award winning **student services team** who are on hand throughout your studies to offer practical, impartial information on education, training and career opportunities. Our team can work with you to identify any individual learning needs that you may have, provide support with accurately diagnosing these, as well as signposting you to qualifications available in English and Maths,

and English for Speakers of Other Languages to help support your studies, as well as any other additional learning support that you may require.

## **What we expect from you**

In order to get the most out of your Higher Education experience with us, we expect you to:

- Fully engage in your Higher Education course, by being an active participant in your chosen course; attend classes, meeting with tutors and submit all work set on time to ensure success
- To respect the College's Attendance and Punctuality policy
- Treat all students, staff and members of the College community with the same standards of respect that you would expect
- Not to wear headgear on College premises, unless permitted for medical or religious reasons
- Take advantage of all opportunities Sandwell College provides you with to support employment prospects and personal development
- Make use of constructive feedback provided on your work, to improve your learning experience
- Communicate with us regularly and provide balanced feedback on ways to enhance your Higher Education experience with us, as well as completing specific module feedback questionnaires and the National Student Survey (NSS)
- Let us know if you are having any problems; we have a great support team in place who will be able to help
- Not to take any food, or drink into classrooms or learning spaces except for still water in a sports style bottle
- Arrange for all fees and charges owed to the College to be paid within a timely manner
- Ensure you follow regulations for the use of technology, equipment and facilities and ensure your behavior meets the College's expected standards
- To wear your lanyard and ID badge around your neck at all times for your safety
- Ensure you are familiar with the processes and regulations of your course, such as those for Complaints, Academic Appeals, Data Protection, E-Safety, Equality and Diversity, Health and Safety, Attendance and Punctuality and also the HE handbook, HE Student Charter and Student Disciplinary Guidelines which can be found on the College's VLE.