

HE Student Charter



1. PURPOSE

- 1.1. The Higher Education (HE) Student Charter outlines what learners at Yeovil College University Centre (YCUC) can expect during their studies, as well as the expectations the College will have of all YCUC learners in return. The Charter covers both academic matters, as well as the wider community and opportunities that come with higher education study.

2. SCOPE

- 2.1. The HE Student Charter is relevant to all learners studying a higher education course at Yeovil College University Centre. For students studying on 'franchised' or 'flying faculty' programmes, this Charter should be read alongside the Charter or the awarding University. In all cases, this Charter sits alongside other policies and procedures, including but not limited to the HE Student Terms and Conditions, the Disciplinary Policy (Learner Conduct), and the regulations of the relevant awarding body. Throughout this Charter, references to 'you' refer to students at Yeovil College University Centre, and 'we' refers to Yeovil College University Centre.

3. YOUR ACADEMIC EXPERIENCE

3.1. You can expect

- a) Encouragement to develop academically, personally and professionally through learning, teaching and assessment activities which are informed by research and industry practice.
- b) Clear, prompt, efficient and courteous communications on all matters relating to your studies.
- c) The opportunity to work with enthusiastic lecturing staff who have expertise in teaching within their disciplines, industry practice, and who are actively supported to develop and deliver high quality teaching.
- d) A variety of effective approaches to learning, teaching and assessment, connected to industry practice and standards.
- e) An assessment system which is fair, transparent and based on academic merit.
- f) The opportunity to receive academic advice and guidance on the academic standards and requirements of your chosen programme of study from your tutors, and also on the development of your career.
- g) Access to learning resources and facilities appropriate to your programme of study.
- h) Timely provision of accurate and up-to-date information about all aspects of teaching, learning and assessment, including your chosen programme of study.
- i) Access to effective and timely student feedback mechanisms, including student representation, enabling you to be involved in the management and development of your programme of study and the Yeovil College University Centre as a whole.
- j) Timely provision of accurate and up-to-date information about all aspects of teaching, learning and assessment, including your chosen programme of study.
- k) To study on an accredited programme the quality of which is assured by the validating body under the UK Quality Code.

3.2. We expect

- a) Pursuit of your academic studies in a diligent, ethical and responsible manner, taking the initiative to develop the skills needed to become a successful and independent learner.
- b) Responses to college communications in a timely, clear and courteous manner
- c) Compliance with the requirements and regulations of your programme of study in accordance with the Yeovil College University Centre and validating / awarding bodies.
- d) Liaison with the Yeovil College University Centre at the earliest opportunity if there is an issue that may impact upon your studies and to seek advice where appropriate from relevant support services.
- e) Participation in the opportunities to provide feedback on aspects of your programme, for example through the National Student Survey, Module Evaluations, and the Graduate Outcomes Survey.
- f) Represent Yeovil College University Centre in any relevant professional situations.
- g) Maintain digital literacy/safety as per the guidance provided.

4. YOUR COMMUNITY AND OPPORTUNITY

4.1. You can expect

- a) A safe environment to study where all people are treated equally with fairness and respect.
- b) Membership of a multi-faceted and culturally diverse learning community.
- c) Opportunities to enhance your employability by developing your professional skills and awareness of market needs, through both your programme of study and external opportunities.
- d) Clear information on student finance and the costs of studying as well as, for those in need of assistance, clear information about the available student support services.
- e) A holistic learning experience that contributes to your academic and non-academic learning experience in a variety of ways including provision of pastoral support through an advisory system.

4.2. We expect

- a) Everyone who works or studies at the Yeovil College University Centre to be treated with respect and the campus environment to be treated with care and consideration.
- b) Engagement with Yeovil College University Centre community and the most made of the opportunities on offer.
- c) Effective use to be made of the opportunity to develop personally and professionally through your programme, studies, tutors, and the services offered by Yeovil College University Centre.
- d) Full participation in processes for the nomination and selection of student representatives and to ensure they are aware of your views and the issues you want them to raise on your behalf, working in a co-operative manner in the development of Yeovil College University Centre further.

5. RELATED POLICIES, PROCEDURES, DOCUMENTS, DEFINITIONS

Higher Education Student Terms and Conditions
Disciplinary Policy (Learner Conduct)

If this document is required in an alternative format, please contact universitycentre@yeovil.ac.uk

Policy Review				
Author/Owner	Position	Approved by Corporation	Approval date	Review date
Sian Deasy	HE Manager	Signed: 	7/6/22	June 2023
				Start of New Academic Year

Document Control – Revision History (Policies only)

Author/Owner	Summary of Changes	Date	Version	Date last reviewed by SED	Recommend to SED Y/N
Sian Deasy	Minor amendments. Inclusion of 'Purpose' & 'Scope' sections to clearly outline scope. Inclusion of numbering.	7/6/22	v1		

Initial Equality Impact Screening			
Have you consulted on this policy, service, strategy, procedure or function? Yes / No Details:			
What evidence has been used for this assessment?			
Could a particular group be affected differently in either a negative or positive way? Indicate Y where applicable			
Group Age Disability Gender (incl. Transgender) Race (incl. Gypsy & Traveller) Religion or belief Sex Sexual orientation Marriage & civil partnership Pregnancy & maternity Other groups (see guidance)	Negative impact	Positive impact	Evidence
Please give details:			
If any negative impacts are identified, are there any related policies, services, strategies, procedures or functions that need to be assessed alongside this screening? If yes, please detail below:			
Should the policy, service, strategy, procedure or function proceed to a full Equality Impact Assessment? Yes / No If no, please give reasons			
Declaration We are satisfied that an initial screening has been carried out on this policy, service, strategy, procedure or function (delete those which do not apply) and a full Equality Impact Assessment is / is not required. We understand that the Equality Impact Assessment is required by the College and that we take responsibility for the completion and quality of this assessment			
Completed by Author:		Position:	Date:
Reviewed by Safeguarding, Equality & Diversity Group:			Date:
Comments from Safeguarding, Equality & Diversity Group Review:			