


Higher Education Student Charter



Policy Review				
Author/Owner	Position	Approved by SMT	Approval date	Review date
Sian Deasy	Head of Higher Education and Adult Learning	Signed: 	23.06.23	Start of New Academic Year (1-year June 2024)

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		
Sian Deasy	Amended line spacing and justification in line with Accessibility best practice, amendment of 4.1.b to make reasonable adjustments more explicit.	14/06/23	v2		

Initial Equality Impact Screening

Have you consulted on this policy, service, strategy, procedure or function? Yes

Details: Feedback from colleagues at the Open University as part of Institutional Approval process.

What evidence has been used for this assessment? Review for amendment of any use of gendered pronouns. Review of point 4.1.b in line with Equality Act (2010) paras 20-22. More clarity in 4.2.b of what 'engagement' with learning looks like, with clear external reference points.

Could a particular group be affected differently in either a negative or positive way? Indicate Y where applicable

Group	Negative impact	Positive impact	Evidence
Age Disability Gender (incl. Transgender) Race (incl. Gypsy & Traveller) Religion or belief Sex Sexual orientation Marriage & civil partnership Pregnancy & maternity Other groups (see guidance)			

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? No
If no, please give reasons: No areas of impact for any protected characteristic groups identified.

Declaration

We are satisfied that an initial screening has been carried out on this policy and a full Equality Impact Assessment is not required.

Completed by Author: Sian Deasy Position: Head of Higher Education and Adult Learning Date: 14.06.23.

Reviewed by Safeguarding, Equality & Diversity Group: Date:

Comments from Safeguarding, Equality & Diversity Group Review:

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 of 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 Learner Disciplinary Policy and Procedure, the Attendance Policy and Procedure¹, and the regulations of the relevant awarding body². 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.

¹ Available at <https://www.yeovil.ac.uk/policies-reports/>

² Location will vary dependent upon programme of study. Students can find up to date information in their Course Handbook or by consulting their Programme Leader.

- 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.

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, including, but not limited to, the Acceptable Use of IT Policy³.

4. YOUR COMMUNITY AND OPPORTUNITY

4.1. You can expect:

- a) A safe environment to study where all people are treated with fairness and respect and in line with Yeovil College FREDIE (Fairness, Respect, Equality, Diversity, and Inclusion) principles.

³ Available at <https://www.yeovil.ac.uk/policies-reports/>

- b) Membership of a learning community that celebrates diversity, promotes good working relationships between all people, and ensures the provision of reasonable adjustments and appropriate support so that students of all backgrounds, including those who might share a protected characteristic, can engage with their learning. Other policies and procedures, including but not limited to the HE Disability Support for Students Policy and the Maternity Policy for Students⁴, outline the sorts of support and reasonable adjustments available in more detail.
- 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 at, studies at or visits the Yeovil College University Centre to be treated with respect and the campus environment to be treated with care and consideration.
- b) Engagement with your Yeovil College University Centre learning experience, including attendance at your timetabled classes, participating in your lessons, and submission of your work and assessments, in line with the HE Student Terms and Conditions, Attendance Policy and Procedure, and HE Assessments, Extensions, and Mitigating Circumstances Policy⁵.
- 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 ongoing development of Yeovil College University Centre.

⁴ Available at <https://www.yeovil.ac.uk/policies-reports/>

⁵ Available at <https://www.yeovil.ac.uk/policies-reports/>

5. RELATED POLICIES, PROCEDURES, DOCUMENTS, DEFINITIONS⁶

Higher Education Student Terms and Conditions

Learner Disciplinary Policy and Procedure

Attendance Policy and Procedure

HE Disability Support for Students Policy

HE Assessments, Extensions, and Mitigating Circumstances Policy

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

⁶ Available at <https://www.yeovil.ac.uk/policies-reports/>