



Aug22v1

Higher Education Student Charter

Strode College is committed to excellence in Higher Education, as has been endorsed at a national level by the Quality Assurance Agency (QAA) giving us the highest possible rating.

Student opinions are valued at Strode College and we will engage with you directly through a wide range of student forums. We also encourage you to let us know, if you have any suggestions on how we can improve our provision for you and Higher Education students in the future.



BEFORE YOU BECOME AN HE STUDENT AT STRODE COLLEGE

You will have access to information through:

- The University Higher Education pages of the Strode College website
- College open evenings and HE-specific events
- Individual appointments and interviews with qualified and experienced HE staff

We will provide you with:

- Honest, open and impartial advice to help you make the right decisions about programmes
- The opportunity to be shown around the College and the dedicated HE areas
- Information about the curriculum support services available to all students and particularly those with additional needs
- Details about HE Tuition Fees and how and when to apply for loans that are available
- Entry requirements for each HE course and our commitment to inclusivity
- Details of student achievement and satisfaction in previous years
- The duration of each programme whether studied on a full- or part-time basis
- Course content, including the mode and regularity of assessment
- Activities available within each HE programme and support from employers
- Potential future study and career options, including information on average incomes

- The local employers associated with each HE programme and the chance for you to engage in work-related learning
- Explanations of the financial support that can be accessed by students from low income households or low participation areas
- Guidance on how students with learning support needs can access Disabled Student Allowance
- Details of wider facilities, including the College nursery and counselling services

When you send in your application:

- Receipt of your completed application form will be acknowledged
- We will contact you to arrange an interview with a member of the HE programme team either in person, by telephone or online
- During your interview, your programme choice, eligibility and career goals will be discussed fully and impartially with you
- You will receive a conditional/unconditional offer which you will be invited to accept, based on the outcome of the interview
- We will remain in contact with you as you prepare to join Strode College HE
- We will invite you to enrol with us approximately 2-3 weeks before the start of term
- We will give you information to help you prepare for your study, such as a reading list

WHEN YOU BECOME AN HE STUDENT AT STRODE COLLEGE

The College will:

- Explain clearly your rights and responsibilities as a member of the College community
- Prepare you for an educational experience that meets your individual needs
- Offer you a specialised learning environment in our dedicated Higher Education and Skills Centre
- Show you how the Learning Zone can support your study effectively
- Provide a full induction onto the programme including further details on the points mentioned above as well as information on:
 - » College policies and procedures
 - » Security, health and safety on campus
 - » Additional study skills and personal support
- Introduce the programme you will be studying to you in full, including:
 - » Programme/Module Handbooks with detailed information on modules/units
 - » Access to our Virtual Learning Environment (VLE), Moodle
 - » Plagiarism detection and your responsibilities to ensure submitted work is your own/you use the correct method of referencing (e.g. Harvard Referencing)
 - » The process for submitting assignments and the stringent rules regarding deadlines
 - » How you will be assessed and how course results are ratified at the end of the year
- Discuss with you whether you need specific help with learning or health issues and signpost you to the appropriate services
- Offer access to a wide range of organisations and societies that could assist you

WHILE YOU ARE AN HE STUDENT AT STRODE COLLEGE

HE staff will:

- Provide a safe, supportive and stimulating environment for your studies
- Be appropriately highly qualified, keen to help you do well and always approachable
- Start and end all classes on time
- Ensure that work is returned within 10 working days for formative assessment and 20 working days for summative assessment
- Give regular feedback on progress
- Encourage you to participate and express your views through:
 - » Course reviews
 - » Student surveys
 - » Programme Committee Meetings/ Forums
 - » Joint Boards of Study
 - » Becoming an HE course representative or HE Student Governor
- Outline and introduce the Student Protection Plan
- Explain clearly College procedures for complaints, appeals and academic offences
- Offer impartial advice and guidance on all progression and employment opportunities
- Keep you informed of key dates and developments within the College

The College will:

- Offer suitable space and resources in order for students to discuss with each other issues relevant to their own experiences
- Provide an appropriate setting for all forms of assessment, including examinations
- Ensure that lifelong learning opportunities at Strode College are available to all
- Fulfil its duty with regard to guarding against radicalisation and the propagation of extremist views in the context of the Government's 'Prevent' strategy
- Offer a secure learning environment, in which you feel safe and protected from sexual harassment
- Ensure that due process is undertaken when inviting others on to the College campus
- Provide a reference as required
- Provide you with full certification of the qualifications you have achieved as a Higher Education student at Strode College
- Protect your personal data recorded on College data systems in accordance with the latest GDPR legislation

We expect you to:

- Always take personal responsibility for your own learning
- Ensure that your study practices and research suitably reflect full engagement with a Higher Education course
- Be punctual, attend all lectures and notify the module/unit leader and the Senior HE Administrator of any absence by 9.00am
- Complete all work fully and submit it in an appropriate format by the published deadline
- Help improve the experience for current and future students by making your views known through student voice
- Respect the diverse College community
- Respect the personal privacy of other individuals and report any instances of inappropriate sexual behaviour, harassment and verbal or online abuse
- Safeguarding/Prevent Duty: report any concerns you may have about yourself or another student, to your tutor or any member of the HE team
- Wear your student lanyard and ID card around your neck at all times and be prepared to show it when asked
- Use the Learning Zone and other facilities in support of your learning
- Always seek help from tutors and HE staff as needed
- Establish a healthy balance between your studies in and out of College, leisure time and other commitments, including work schedules
- Always co-operate with College staff and follow guidance given
- Respect the College environment (e.g. use of litter bins and designated smoking areas) and support the College sustainability agenda
- Have regard for the property of others
- Be considerate of the rights and interests of other College users
- Keep us informed about changes to your personal information e.g. address; email; telephone numbers
- Be fully aware of the existence of procedures for matters relating to alleged plagiarism. Information is given during induction and is available from HE Administration.

