

MISSION STATEMENT

The College's Mission Statement is

“Success Through Learning”

STUDENT CHARTER

The College is committed to ensuring the protection of its learners and promoting their health and well-being.

We are committed to providing the highest quality of service that, through continuous improvement, aims to meet and exceed the expectations of all our existing and potential students.

1. INFORMATION AND ADMISSIONS

Our aim is to offer access to accurate information to assist students with their choice of programme. Through the course information service, guides to courses and course booklets, information is provided on:

- The aims and objectives of the programme
- The entry requirements
- The type of teaching and learning and the assessment methods
- The arrangements for work experience, residentials and associated costs where relevant
- Higher education opportunities or possible careers and how any vocational study relates to the world of work
- Learner support for students with additional needs.

We welcome applicants from all backgrounds and aim to offer students

- Speedy handling and efficient consideration of formal applications
- Appropriate advice and initial guidance to a suitable programme
- Clear and accurate information about tuition fees and college charges, together with details of any payment arrangements that may be offered
- Flexible enrolment sessions (with online, postal and telephone enrolment at certain times for some courses)
- Information and advice on sources of financial support and childcare.

We expect that students will:

- Provide full and accurate information on application and enrolment forms
- Pay tuition fees and charges in accordance with agreed time scales.

2. LEARNING AND TEACHING

(a) Induction. We aim to offer students:

- A learning agreement specifying their programme
- Information about what the programme requires of them in terms of attendance, coursework, etc
- An introduction to the tutorial programme for full-time students
- An assessment of learning needs and the support that is available
- Information on learner support and other facilities
- Information on the key points of health and safety, equality and diversity and safeguarding.

(b) Teaching, learning and assessment. We aim to offer students:

- Teaching and learning that is well planned, personalised, stretches and challenges, uses different methods to accommodate different learning styles and is designed to help learners think for themselves
- An assessment schedule that is planned and notified in advance
- A range of types of assessment
- Assessment briefs and decisions that are quality assured through internal and external verification processes
- A return of constructive feedback on work submitted on time within two weeks, or as agreed with the students
- An appeals procedure.

We expect that students will:

- Attend all timetabled activities punctually and account clearly for any absences or lateness

- Complete work to the best of their ability by agreed deadlines
- Take responsibility for their learning by bringing all they need to classes and by participating fully in all learning activities and review processes
- Actively engage in the learning process and demonstrate behaviour conducive to learning
- Never engage in cheating, plagiarism or other irregularities that constitute academic misconduct and which will result in disciplinary action in accordance with the Student Disciplinary Procedure
- Sign their assignments to verify that the work is their own and which will be checked for evidence of plagiarism.

3. SUPPORT FOR STUDENTS

We aim to develop effective working relationships and to offer students:

- The support they need to succeed
- Targets that are challenging but achievable
- Regular feedback on their progress with advice on how to improve
- Review of personal action plans to achieve their potential as a student
- Advice on further opportunities after the course
- Access to specialist learning support, careers advice and guidance
- Access to confidential financial advice and counselling services
- Support for their progress through liaison with their parents, employers and outside bodies where appropriate.

We expect that students will:

- Make learning successful by behaving in a way that ensures everybody learns productively and by working co-operatively with others
- Seek help when they need it and take advantage of the support offered.

4. THE COLLEGE ENVIRONMENT

(a) Equality and diversity.

- We aim to ensure that all actual or potential students are treated equally
- We will actively promote equality and diversity
- We believe that all forms of prejudice and discrimination are unacceptable and will seek to challenge inequality, prejudice and discrimination
- We will not tolerate bullying or harassment

We expect that students will:

- Play an active part in equality and diversity arrangements by respecting the rights of others, refusing to take part in behaviour which degrades others, reporting inappropriate behaviour.

(b) Facilities and resources. We aim to offer students:

- An environment that meets the needs of the College community
- A safe and secure environment
- A safety code of practice for their programme area and specific instructions in, for example, workshops, laboratories, studios, etc
- Catering services delivered through a variety of outlets and supplemented by a vending operation
- Vegetarian food options
- Access to learning resources consistent with their course requirements.

We expect that students will:

- Co-operate with College staff and fellow students to maintain a socially acceptable standard of behaviour
- Help to make the College a safe and pleasant place for all by following all health and safety guidelines and taking care of College buildings, furniture and equipment
- Make themselves aware of the Fire Action Notices and the procedures to be followed in the event of the fire alarm sounding
- Comply with the Codes of Practice for library users, IT users, Internet users and users of the learning centre
- Sign the student agreement.

5. QUALITY ASSURANCE

We aim to offer students:

- High quality provision that is regularly monitored and evaluated with the setting of targets for continuous improvement
- Opportunities to provide anonymous feedback by surveys during and on exit from their course

- Representation at course team meetings, the Student Council and the Board of Governors
- The complaints and commendations procedures (below).

We expect that students will:

- Provide the college with feedback through formal structured processes such as surveys and other processes identified through the Learner Involvement Strategy
- Elect student representatives to their course team and Student Council.

6. COMPLAINTS AND COMMENDATIONS

To register a formal complaint as a student, or to make a commendation or suggestion, please complete a Complaint Form or Commendation/Suggestion Form obtainable from the reception areas and the libraries at each college centre or the Student Centres. The completed form should be handed in at the same location.

If you are not a student and wish to complain please put the complaint in writing and send to

enquiries@snc.ac.uk

or write to

Enquiries
South Nottingham College
Greythorn Drive
West Bridgford
Nottingham
NG2 7GA

(a) Complaints.

We strive to provide a high quality service to all our students. If, on occasion, we have not met this standard we would like the opportunity to put things right. Our aim is to respond to complaints promptly and fully, to learn from the feedback and to improve.

- Some minor issues can often be resolved on the spot in an informal talk with an appropriate member of staff. We would not wish to discourage such speedy resolution by documenting every case.
- If the informal approach does not work or is not preferred, we encourage use of the formal written procedure.
- We aim to provide a response from the head of school, or the relevant support manager, within ten working days of receipt of a written complaint. Complainants are contacted again by the Head of Quality to check if the matter has been satisfactorily resolved.

(b) Commendations and suggestions.

As part of our commitment to continuous improvement we would like to learn from your experiences.

- If you have received exceptionally good service from a member or team of college staff we would like to hear about it. We will then pass on your commendation and learn from the good practice.
- We would also like to know if you have any suggestions that would improve our service to you and others. We aim to provide a response within ten working days of receipt of a suggestion.