

Higher Education Student Charter 2018-19

Why we have a Student Charter

The City of Liverpool College has developed this student charter in partnership with the Student Union, in line with the quality code for Higher Education expectations, ensuring that we all work together to support the college's key strategic aims: to deliver outstanding teaching and learning and to promote a culture of equality.

The charter sets out the standards of service you can expect from the college and what the college expects from you.

The City of Liverpool College is committed to providing the following support:

- ✓ High standards of teaching, support, advice and guidance
- ✓ Access to activities that will enhance employability and personal development
- ✓ Regular continuing professional development for its staff
- ✓ Opportunities for student feedback and participation in academic development and programme management, including elections of representatives
- ✓ Access to counselling and advice on health and welfare, finance and careers
- ✓ Access to library and IT facilities.

The City of Liverpool College is committed to providing students with the following up to date and accurate information on:

- ✓ Course and module content, assessment, delivery and resources. Course and Module specifications and handbooks will include assessment requirements, with deadlines and timeframes;
- ✓ Handbooks and specifications will be displayed on the Virtual Learning Environment
- ✓ Assessment regulations, academic guidance and support, appeals and complaints procedures and relevant policies and procedures including professional requirements will be accessible on the Virtual Learning Environment.
- ✓ Course costs, payment options and deadlines information will be available for all higher education programmes.

The City of Liverpool College expects its students to:

- ✓ Treat staff and their fellow students equally and respectfully.
- ✓ Attend induction, participate in timetabled classes, attend meetings and tutorials etc.
- ✓ Obtain agreement of their School, in advance, for any essential absences.
- ✓ Take responsibility for managing their own learning: actively engaging in their course; ensuring they spend sufficient regular time in private study, and participating fully in group learning activities.
- ✓ Submit assessed work by stated deadlines, actively participate in feedback.
- ✓ Make prompt payment charges made by the Institution.
- ✓ Support course representatives and participate in a system which will lead to improvements in the quality of learning and teaching.

- ✓ Respect the physical environment of the institution, including accommodation and behave respectfully.

The Students' Union undertakes to:

- ✓ Support all students to ensure they receive equal treatment and are aware of their rights and responsibilities.
- ✓ Support student participation in quality enhancement activities - especially through the election, development and training of course representatives.
- ✓ Assist students with academic and welfare problems.
- ✓ Represent the interests of students at local and national level.
- ✓ Support active student/community engagement.
- ✓ Provide a range of athletic and social clubs and societies to enhance personal and professional development.