



## STUDENT CHARTER

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# COLEG GWENT

## Student Charter

### **POLICY STATEMENT**

Coleg Gwent is committed to providing high quality further education and training opportunities for all.

#### **This commitment means that you are entitled to:**

- A set of core values and behaviours, as set out within the Code of Conduct
- A Comprehensive range of courses
- Information, Advice, Guidance and support to meet your individual needs
- Positive recognition of achievements

#### **It will be achieved by reference to your:**

- Existing qualifications
- Career plans
- Personal circumstances

#### **Access to our resources, which will include:**

- Specialist teaching and support staff
- Specialist teaching accommodation
- Health promotion and wellbeing
- Confidential counselling and guidance
- Tutorial support
- Enrichment

**This commitment is given regardless of learning difficulties and/or disability**

## **PURPOSE AND SCOPE**

### **The Coleg Gwent Student Charter outlines:**

- The services that are available to every learner including, where appropriate, Community Education and Work-based learners (WBLs).
- It also details the commitment we expect in return

### **It contains a series of pledges which relate to:**

- Learners
- Employers
- The local community
- Expectations
- Procedures

### **It seeks:**

- Your assistance in making the best use of the services we provide for you.
- Your support in helping us to satisfy your needs, by meeting certain standards, e.g. regular and consistent attendance patterns as outlined in the Attendance & Punctuality Policy available via:  
  
<http://learners.coleggwent.ac.uk/index.php/policies1/policy>
- Your commitment to our Student values and behaviours identified within the Code of Conduct, which provides clear guidance on what we expect from our learners during their time at Coleg Gwent
- Your views on the quality of service provided

## ***DETAIL OF POLICY***

### **Before you join us**

We pledge to provide you with accurate and impartial information and guidance about the courses available on every Campus and in Community Education; and to provide a fair and efficient procedure for processing your application.

### **We will achieve this by providing:**

- College Guides, supported with individual course leaflets
- A College Website
- A variety of opportunities to learn about the College, for example:
  - ✓ Campus Open Events
  - ✓ Taster Activities
  - ✓ Campus Tours
  - ✓ School and Employer Liaison
- Free and accurate information and guidance from Admissions, Learner Services, Personal Tutors and Community Education staff at each Campus and in Community Education, detailing:
  - ✓ The full range of courses and qualifications on offer
  - ✓ Recognition of prior achievement
  - ✓ Course outlines and entry requirements for each course
  - ✓ Progression opportunities and routes
  - ✓ Facilities for learners with learning difficulties and/or disabilities
  - ✓ The College Equal Opportunities Policy
  - ✓ Learner support (chaplaincy, counsellors, skills support, etc.)
  - ✓ Specialist facilities available at each Campus
  - ✓ Examination results and corresponding learner destinations
  - ✓ College regulations and policies
  - ✓ Enrolment arrangements
  - ✓ Course/programme timetables and term dates
  - ✓ Course fees and where appropriate remission fees
  - ✓ Financial support available, e.g. EMA, FCF, WGLG.
  - ✓ Pastoral support through your personal tutor and the Inspire programme

## If You Decide to Apply

We pledge that your application will be considered fairly and efficiently in accordance with the Admissions Policy, available via:

<http://learners.coleggwent.ac.uk/index.php/policies1/policy>

- Your application will be acknowledged within ten working days of receipt
- You will be offered an Interview for your first choice course, or given an immediate offer of a Coleg Gwent place, subject to meeting the relevant entry requirements.
- We will construct an appropriate learning programme tailored to your needs and based upon your:
  - ✓ Existing/anticipated qualifications
  - ✓ Existing knowledge and skills
  - ✓ Prior experience
  - ✓ Initial screening
- During the period between interview and offer, if appropriate, and the start of your course you will be regularly informed of:
  - ✓ Information of any events or activities related to your course
  - ✓ Enrolment procedures
  - ✓ Any amendments to your course or programme of study
  - ✓ Any Open Events, which might be of interest to you
- If you apply to Student Services for remission of course fees you will receive a reply within ten working days.
- Upon request to Student Services, the College is able to provide details of independent accommodation agencies.

## Once You Have Enrolled

We pledge to provide you with the support necessary to complement the learning programme you have chosen.

### We will achieve this through:

- Tailor made induction programmes that include course requirements and regulations; learner support facilities; advice on study and essential skills
- Access to various ICT systems
  - ✓ CG Connect portal – gives access to all college systems
  - ✓ Mobile App:
    - Timetables
    - Attendance information
    - Learner information and news
    - Learning Centre support
    - Enrichment
- The provision of tutorial guidance, where relevant, from one or more of the following:
  - ✓ Personal Tutors
  - ✓ Course Leader
  - ✓ Heads of School
  - ✓ Inspire Team
  - ✓ WBL Team
- The provision of other specialists, who will include:
  - ✓ Chaplaincy and Inclusion Co-ordinator
  - ✓ Counsellors
  - ✓ Learning Centre Support Officers within the Learning Centres
  - ✓ Personal Coaches
- The provision of a wide variety of physical resources, which include:
  - ✓ Learning Centre/Private study facilities
  - ✓ Refectory
  - ✓ Recreational facilities on most campuses

- Support and guidance to help you progress to employment/further study, including:
  - ✓ Employer visits and/or guest speakers
  - ✓ An appropriate work experience programme and/or work-related experiences
  - ✓ Higher education information and compact arrangements
  - ✓ Mock interview facilities
  - ✓ General and specialised career guidance
  - ✓ Financial information
  
- Equal treatment in accordance with the Coleg Gwent Equal Opportunities Policy, available via:
 

<http://learners.colegwent.ac.uk/index.php/policies1/policy>
  
- Qualified teaching and support staff, including Personal Coaches
  
- A Learning Programme, leading to nationally recognised qualifications
  
- Regular feedback on your progress by means of:
  - ✓ Electronic Individual Learning Plans (eILPs),
  - ✓ Access to electronic or printed progress reports
  - ✓ Detailed feedback on course assignments within ten working days
  - ✓ Parent/Course Consultation Evenings
  - ✓ Tutorial sessions for full time courses
  - ✓ Separate employer reports (*where appropriate*)
  
- Inclusion within the College Quality Assurance process via the Learner Questionnaires issued by Course Leaders and/or Personal Tutors. This data enables the College to monitor its quality of provision in terms of meeting customer requirements. A general summary of customer perception is then produced on an annual basis
  
- Listening to your experiences in line with the College Learner Involvement Strategy, e.g.:
  - ✓ College Learner Panel meetings that are held on each campus by the Principal
  - ✓ School Forum meetings
  - ✓ Focus Group meetings
  - ✓ Student Union

And acting on those areas where improvements can realistically be made.

These pledges will also apply to all sponsored learners, with information available for their employer, training provider or Sector Skills Council, which can include:

- Full information on course provision at all Coleg Gwent Campuses
- Release of relevant data regarding employee/trainee progress and target attainment.

### **Higher Education (HE) Learners**

For franchised HE programmes the College will work with the relevant HEI and will service its contractual obligations to students and comply with its commitments under consumer law as outlined by the Competition and Markets Authority. In doing so, the College and the HEIs will work to protect the student interest when responding to circumstances such as significant changes to how a course is delivered or course closure. The College has in place procedures to respond to these circumstances which will mitigate the potential impact on students and which recognise the different needs of its diverse student body.

For non-franchised programmes, the College will service its contractual obligations to students and comply with its commitments under consumer law as outlined by the Competition and Markets Authority. In doing so, the College will work to protect the student interest when responding to circumstances such as significant changes to how a course is delivered or course closure. The College has in place procedures to respond to these circumstances which will mitigate the potential impact on students and which recognise the different needs of its diverse student body.

### **Once You Complete Your Programme of Study**

We pledge to assist you in every way possible to make a seamless transition into employment and/or further study.

#### **We will achieve this through:**

- Progressions process
- The release of documentation relating to:
  - ✓ The qualifications you have attained
  - ✓ Personal and pastoral developments, for example as indicated in the electronic Individual Learning Plan
- Provision of necessary references for potential employers/educational establishments
- Liaison with appropriate Government Agencies who can assist in financial/job seeking matters.



## Report to the Community

We pledge that details of the provision and facilities we provide to every learner at Coleg Gwent will be made available to the Community through:

- College Website
- Publication of College Guides (copies available at each Campus Learning Centre)
- Open Events
- Parent and Employer Evenings
- Participation in local school career events, etc.
- Press and media releases
- Course advertising
- Taster Activities

In addition, we will publish examination results, learner destination information and other information as requested by the Welsh Government.

## Expectations

This Student Charter sets out a series of pledges and standards that you can expect from Coleg Gwent. In return we require our learners to acknowledge their responsibilities as described in the Code of Conduct, which you will be required to sign at the start of your course.

### We will achieve this by means of:

- Making all learners aware of their expected behaviours as specified within the Code of Conduct
- The procedures listed in this Charter
- A signed Individual Student Learning Agreement (ISLA) between the College and every learner
- The College Tutorial Programme
- The Coleg Gwent Disciplinary Policy relating specifically to:
  - ✓ Attendance Patterns
  - ✓ Codes of Appropriate Behaviour
  - ✓ Gross Misconduct

Available via: <http://learners.coleggwent.ac.uk/index.php/policies1/policy>

## Procedures

### Complaints

Learners with a complaint relating to the quality of the services provided by the College will have access to a staged process in order to resolve the issue. Copies of the Complaints Procedure are available from the Campus Reception, or on the Learner Portal at:

<http://learners.coleggwent.ac.uk/index.php/policies1/policy>

### Assessment/Examination Appeals Procedure

Learners who wish to appeal against an assessment/examination outcome will have access to a staged process in order to resolve the query. Copies of the Appeals Procedure are available from the Campus Reception, or on Moodle at:

<http://learners.coleggwent.ac.uk/index.php/policies1/policy>