



Student Charter



Our college values



At Coleg Gwent, we're committed to delivering excellent education and training which is research informed and provides career enhancing learning opportunities to challenge and inspire you.

We recognise that both staff and learners have a role to play in ensuring a high-quality academic and vocational learning experience, where learners are seen as partners in their learning experience and where feedback and learner involvement is valued and taken as an opportunity for continuous improvement.

This Student Charter is not a legally binding document, but is designed to ensure that all students have access to fair and equitable treatment whilst studying at Coleg Gwent.

The Student Charter sets out the services we will provide for our learners and it outlines our shared responsibilities, including expected behaviours as specified in the Learner Code of Conduct. The Charter also outlines how we want to have a genuine learning partnership that supports your personal and academic excellence and achievement.



What you can expect from Coleg Gwent at all times

We will:

- Be efficient, accurate and courteous in our dealings with you
- Provide equality of treatment for all regardless of age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religious belief and non-belief, sex and sexual orientation
- Provide a learning environment that is conducive to learning and free from harassment and discrimination
- Treat you as a partner in your learning Journey and encourage you to continue your association with the College after you leave as a lifelong learner
- Take all reasonable steps to provide a safe, secure and healthy environment and one in which environmental sustainability is considered
- Safeguard all the personal information you provide us with and comply with the requirements of Data Protection regulations
- Work with the HEIs and awarding body partners to protect the student interest when responding to circumstances such as significant changes to how a course is delivered or any course closure to mitigate any negative impact on you.



What you can expect from Coleg Gwent at all times

You should:

- Comply with the terms of all Coleg Gwent policies and procedures and the Coleg Gwent Learner Code of Conduct
- Arrive on time, be prepared to put the time in to support your studies and be courteous in your dealings with fellow students and College team members
- Work with us to maintain a learning community that is conducive to learning and academic study
- Keep the College informed of any updates and changes in your personal circumstances that can impact on your opportunities as a student
- Actively engage in all opportunities offered that can enhance your personal and professional achievements
- Respect the physical environment, staff members, fellow students and our community of learners
- Take on board a personal responsibility for supporting us to promote a safe, secure and healthy environment

Before you join us

We will:

Provide you with accurate and impartial information and guidance about the courses available across the college and provide a fair and efficient procedure for processing your application. We will do this by:

- Providing free and accurate information and guidance about:
 - The full range of courses and qualifications on offer
 - Course outlines and entry requirements for each course
 - Progression opportunities and routes
 - Facilities for learners with learning difficulties and/or disabilities
 - Specialist facilities available at each campus
 - Clear & transparent regulations and policies
 - Course/programme timetables and term dates
 - Course and remission fee information as appropriate
 - Financial support available, e.g. SFW and learner bursaries
- Ensuring a fair and efficient consideration of any application in line with our Admissions Policy:
 - Your application will be acknowledged within ten working days of receipt
 - You will be offered either a conditional/unconditional place for your first-choice course or you will be offered further detailed advice and guidance to discuss your options
 - We will construct an appropriate learning programme tailored to your needs and based upon your existing/anticipated qualifications, prior experience and initial screening
 - We will keep you informed of application activities, such as
 - i. Enrolment procedures, including specific arrangements for HEI applications
 - ii. Any amendments to your course or programme of study
- Working with our HEI's and awarding body partners to fulfil our contractual obligations and comply with consumer law as outlined by the Competition and Markets Authority



Before you join us

You should:

- Take up every opportunity to ensure you have all the relevant information you need to make an informed decision about your course
- Follow all the steps outlined in applications and pre-enrolment communications to ensure a smooth transition to enrolment
- Take the time to carry out any preliminary reading or other academic preparation requested of you prior to course commencement
- Familiarise yourself with and begin the process of arranging financial support and any other support you require as early as possible
- Where appropriate, ensure that you're aware of the fees for your programme and that you are organised with regard to payment of these to the College, either by yourself or a third party (e.g. Student Loans Company or a sponsor)
- Ensure you are familiar with, and that you take up opportunities to access Disabled Students' Allowance where this is applicable



When you begin studying with us:

We will:

- Provide a suitable, safe and healthy learning environment in which to learn that is inclusive non-discriminatory
- Provide you with an accurate timetable and give you fair notice before making any changes to either your timetable or course
- Allocate a Personal Tutor to support you academically and pastorally for the duration of your programme
- Provide you with UCAS timelines and procedures where appropriate
- Give you access to the relevant virtual learning platform for your programme of study, which will include up-to-date and accurate information about your course, assessments and your programme handbook
- Deliver high-quality, research informed teaching and effective management of your learning
- Conduct assessments with due regard for the required quality standards of the awarding body or partner higher education institution
- Ensure you receive timely and constructive feedback on your assessments that supports your learning and achievement
- Involve you in the evaluation of the quality of your programme and provide opportunities for you to comment on your overall experience
- Provide you with the opportunity to participate in the Student Union and take part in a range of social and cultural activities
- Offer a range of support services, both academic and pastoral in conjunction with relevant partners as appropriate
- During the course of your programme, make available a Careers and Progression Service aimed to help you explore your next steps



When you begin studying with us:

You should:

- Read, understand and adhere to the college's Learner Code of Conduct, showing respect for others and adhering to college values
- Take responsibility for your own learning and be willing to engage with different ways of teaching, learning and assessment
- Ensure that you read information provided, regularly check e-mail and relevant updates or newsletters and seek clarification of anything you do not understand
- Actively engage with your course by attending and participating in all taught sessions, completing the work assigned to you and carrying out any related work placements
- Submit work for assessment within the published deadlines and attend all examinations
- Share your ideas and comments about your programme and overall experience with us by providing feedback through questionnaires (Inc NSS), module evaluations or by becoming a Learner Representative and attending Staff & Learner Liaison Forums
- Familiarise yourself with Coleg Gwent and the relevant awarding partners regulations, policies and procedures and comply with these at all times
- Make prompt payment of any fees required
- Be objective and acknowledge when things are not going so well and seek appropriate advice and support, and encourage fellow students to do the same



Once you are ready to progress:

We will:

- Assist you in every way possible to make a seamless transition into employment and/or further study. We will achieve this through:
 - Our Learner Progression process
 - The release of documentation relating to the qualifications you have attained
 - Provision of necessary references for potential employers/educational establishments
 - Providing clear support and guidance to help you progress to employment/further study, including employment related activities, general and specialist career guidance and financial information where needed
- Provide a medium within which you can keep in touch with us once you progress
- Celebrate your successes with you

You should:

- Actively engage in progression activities and dialogue
- Take up every opportunity to ensure you have all the relevant information you need to make an informed decision about your next steps
- Consider retaining your association with the College after you leave
- Celebrate your success and achievement

Policies & Procedures

All learner policies are available on the Coleg Gwent Website (pre-enrolment) and Via CG Connect (post enrolment).