

HIGHER EDUCATION STUDENT CHARTER

A commitment in partnership
for enhancement, responsibility,
and academic pursuit

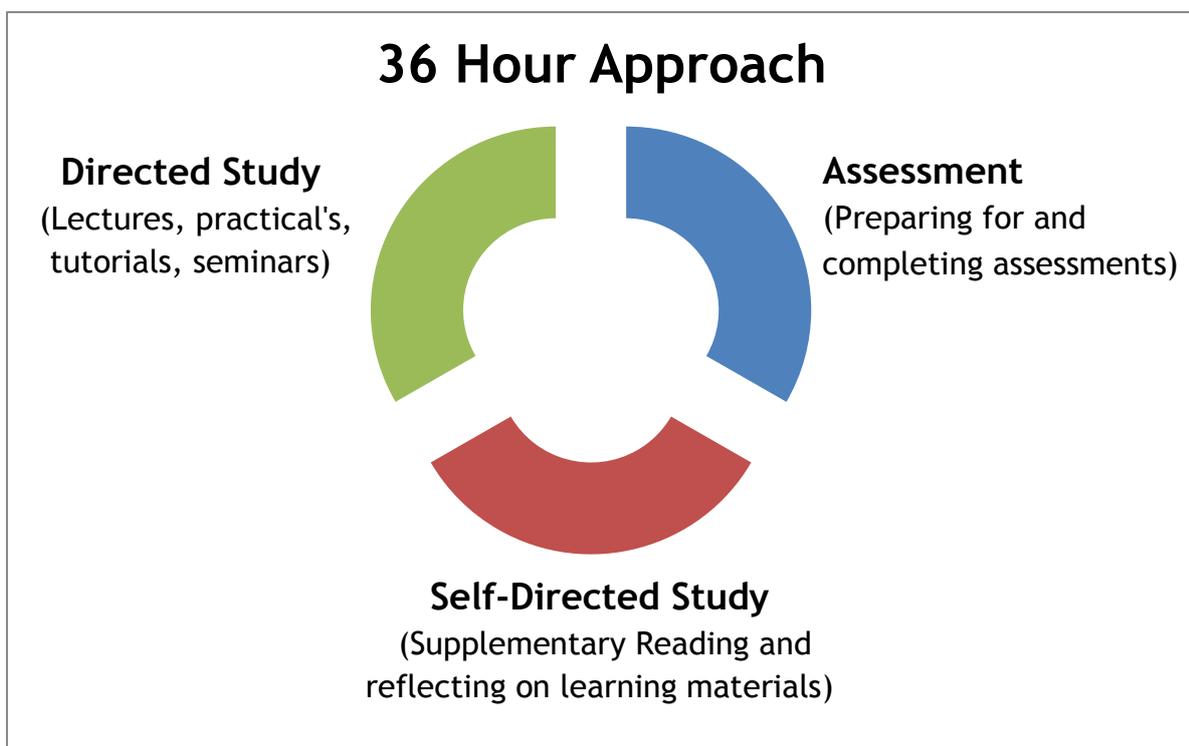
INTRODUCTION

Being successful In University education requires commitment, determination and a partnership between students and staff. This student charter sets out our promises to you and makes clear what we expect from you.

Research has shown that successful full-time students: study for at least 36 hours a week; attend required sessions, hand in their work on time; prepare carefully for assessments and make good use of Learning Resources. All of this encompasses what we refer to as the “36 hour approach”.

In this charter, we will outline how you can be a successful student in much more detail. The charter is organised in a way that reflects your progression at each stage of your student journey. The areas covered within this charter include:

- When you apply, accept a place and enrol
- Tutorial, teaching, learning and assessment
- Learning resources and support services
- Disabilities and equal opportunities
- If you are unhappy or have a problem
- Working in partnership



When You Apply, Accept a Place and Enrol

What you can expect from us:

- Provide up-to-date and accurate information, advice and guidance on programmes that we offer;
- Receive information requested about programmes and how to apply within 5 working days;
- Receive an invitation to attend an interview or offer letter within 20 working days on receipt of your application;
- Provide you with the following information prior to the start of your course
 - Instructions on how to join
 - Semester and term dates
 - Details of your induction and how to enrol
- Provide you access to your timetable prior to your first week of teaching;
- Give you a student handbook, including details of how to contact your tutors and support services

What we expect from you:

- Complete and provide accurate information on your application form and tell us about any personal circumstances that might help us to help you, such as your health, any disabilities or additional learning needs;
- Attend interviews and return requests for information;
- Read and comply with the enrolment instructions;
- Inform your tutor of any change of address or contact details;
- Read your student handbook; get to know your programme and associated regulations;
- Talk to your personal tutor if you feel the course is not right for you;
- Respect other students, staff and respect the parking and non-smoking policy

Tutorial, Teaching, Learning and Assessment

What you can expect from us:

- We will use a balance of teaching methods and approaches which will suit the academic needs of the programme to enable students to achieve;
- We will provide you with a module guide at the start of each new module containing learning outcomes, details of weekly teaching and assessments, as well as a readings list;
- You will have lecturers and support staff who meet high professional and academic standards, who are competent and knowledgeable within their area;
- To integrate into your studies the use of the virtual learning environment (Moodle) as an interactive learning tool;
- To mark work objectively and without bias, with assessment criteria being explicit and openly available;
- To receive a mark and useful feedback within 20 working days of the deadline for submission;
- To be given a personal tutor who will have regular group or one to one tutorials in line with the college's commitment to tutorials (available on Moodle);
- To offer general academic guidance on your general progress and development and to signpost relevant careers and skills development provision;
- To offer guidance on South Devon College and Plymouth University processes, e.g. disciplinary procedures, extenuating circumstances

What we expect from you:

- Make sure that you hand in work on the given dates and ensure they meet the criteria that have been given;
- Attend all timetabled sessions, working towards a minimum attendance target of 90%;
- Take responsibility for telling your tutor of any illness or other exceptional circumstances that might inhibit your completion/attendance of assessment and complete the required extenuating circumstances forms;
- Get to know the accepted methods of academic writing including referencing and the regulations for assessment offences;
- Make use of feedback obtained formally or informally to help you develop;
- Manage your own learning with the aid of Moodle and the Plymouth Portal;
- Attend all arranged meetings with your tutor and make appropriate use of all the support and guidance offered at South Devon College;
- Take the initiative in raising problems or difficulties (academic or personal) at the earliest possible opportunity;
- Keep records of meetings and agreed actions, including personal development planning

Learning Resources and Support Services

What you can expect from us:

- To make sure our Learning Resources Centre (LRC) and Research Centre (RC) are open for you to use throughout the year, with good access during term-time (we will tell you about any changes in the opening times on the notice boards in our LRC, RC and on Moodle);
- To provide helpful and professional staff to assist with information search;
- To provide training on how to use Moodle (South Devon College's Virtual Learning Environment) and Plymouth Portal;
- To provide support on study skills and resource searching throughout the year;
- To make sure you have access within the LRC to a range of textbooks and e-books you need, as recommended by your tutor, and give you information on borrowing options and return;
- To provide a wireless network for students for laptop and mobile devices use, in-line with the College IT Policy;
- To provide an inter-library loan service for books from the Plymouth University library;
- To provide access to British Library journals, in-line with copyright legislation, (small charge may apply);
- We will provide an IT helpdesk that is able to offer advice, guidance and technical support for your IT needs
- To provide on-campus car-parking for a small termly charge;
- To provide access to a career guidance service

What we expect from you:

- Produce your South Devon College identity card each time you visit our LRC;
- Respect the rights and needs of others, in line with current LRC and RC guidance, the copyright and patent laws, and our computer regulations (within the IT Policy);
- Return books, electronic and audiovisual resources you have borrowed when they are due or when the LRC staff ask you to;
- Look after books, journals and reports, and not steal, damage or hide them;
- Respect and take care of resources and equipment provided by our College;
- Park in accordance to the rules presented on the reverse of your permit and in accordance with signage within the carpark

Disabilities and Equal Opportunities

What you can expect from us:

- To offer advice during admissions, and throughout your time at South Devon College on the services, financial support and equipment available to help with your studies;
- To provide a confidential environment for you to discuss your needs with a knowledgeable member of staff;
- To provide access to disability advisors throughout the year;
- To help you to apply for allowances Disabled Student Allowances, and give you information about the support and equipment that is available through this scheme;
- To provide up to date information on services and support available for students with disabilities;
- For your tutor to communicate your specific needs with your module tutors
- To treat all students fairly and equally in-line with the Colleges Single Equality Scheme, Safe-guarding policy (including Prevent)

What we expect from you:

- To respect and treat all students fairly and equally;
- Arrange to discuss your particular needs as soon as possible - ideally before you join us;
- Ensure that you show up for appointments with our specialists i.e. Educational Psychologists, tutors, advisors and assessors;
- Tell us if your needs change;
- Take responsibility for your own studying. If you find that you are struggling, then it is your responsibility to come to us before it is too late;
- If you are Dyslexic, remember to bring your Dyslexia report at enrollment or as soon as feasible afterwards;
- To inform your personal tutor of your needs and any outcomes from your needs assessment

If You Are Unhappy or Have a Problem

We are committed to handling any complaint you may have in a fair and efficient way.

Often, the best way to sort out a problem is to take it up as quickly as possible, dealing only with the people involved. If this is not possible, or proves to be unsatisfactory, there will be other options that you should explore. It might be appropriate, for example, to raise the matter with:

- Your module tutor;
- Your personal tutor;
- The Section Head for your curriculum area;
- The Higher Education Manager;
- The Plymouth University Students' Union.

If you have tried all these approaches and you feel that your concerns have not been dealt with adequately, you can use our formal complaints procedure.

What you can expect from us:

- Provide information on how our procedures work;
- Treat complaints seriously and fairly, and respect confidentiality at all times;
- Support and encourage you to get help through the University of Plymouth Students' Union;
- Make sure that, if you complain, you will not be discriminated against because you have complained
- Monitor the number of complaints we receive and their outcomes.

What we expect from you:

- If you feel able to do so, approach the person who is causing the problem and give them the chance to put things right;
- Try to sort out problems informally and, if this is not possible, let us know before they develop into greater difficulties; and
- If needed, get help and support from the Students' Union, Student Services staff, and tutors
- Familiarise yourself with the complaints, appeals and disciplinary procedures. If you wish to make an appeal or complaint, or you become involved in a disciplinary matter, you are expected to seek appropriate advice and to keep to the relevant procedures

Working in Partnership

What you can expect from us:

- To provide you with the opportunity to elect Student Representation at college and course level, in line with the college's Student Engagement Framework, and provide them with appropriate support and training;
- Provide opportunities for student representatives to contribute to college quality process at course and college level;
- Student Representation on the colleges' Board of Governors;
- To provide regular forums to share views amongst student representatives
- The opportunity to provide feedback and evaluations on your modules via online surveys.
- The opportunity to participate in a range of enhancement projects

What we expect from you:

- To engage with the student voice process as outlined in the college's Student Engagement Framework;
- Provide feedback when asked to do so via the online surveys;
- To participate in the election of student representatives and to support them in their role

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