



STUDENT CHARTER

Process Area	Student Services
Reference Number	STS/018
Directorate	Client Services

Issue No	Date	Details	Author	Approved
001	March 2015	First Issue (Previous Student Charter and Code of Practice reviewed and merged) In line with DEL HE Group 5	JMCK	JQ
002	Jan 2016	Reviewed with minor changes	LMK	JQ
003	March 2017	Reviewed with minor changes	RS	Governing Body
004	April 2018	Reviewed with minor changes	RS	Governing Body
005	March 2019	Reviewed with minor changes	RS	Governing Body
006	April 2020	Reviewed with minor changes	RS	Governing Body
007	April 2021	Reviewed with minor changes	RS	Governing Body
008	April 2022	Reviewed with no changes	RS	Governing Body

If requested, the College will make the policy available in alternative formats to accommodate visual impairments. The policy can also be downloaded from the College website and made available in alternative languages upon request.

SRC STUDENT CHARTER

Southern Regional College aims to deliver quality education to all of our students in an atmosphere of mutual respect. This Student Charter sets out what you can expect as a student of the College and also what the College expects from you in order to ensure that your learning objectives are met. Learning is a two-way partnership between the students and staff of our College. The Charter recognises the importance of staff and students working in partnership.

WHAT PROSPECTIVE STUDENTS CAN EXPECT FROM SOUTHERN REGIONAL COLLEGE

We will:

- provide you with Admission and Enrolment services to ensure that the transition to College is fair, equitable and transparent.
- treat you equally with respect and consideration at all times, regardless of ethnic origin, religious belief, political opinion, age, gender, marital status, sexual orientation, disability or whether or not you have dependants.
- provide informed, impartial, supportive and timely guidance and careers to enable you to choose a programme of study that suits your ability and aspirations.
- advise you on financial and other support available.

WHAT STUDENTS CAN EXPECT FROM SOUTHERN REGIONAL COLLEGE

We will:

- provide you with a comprehensive induction to the College services, resources, rules, policies, procedures, your programme of study, as well as an opportunity to meet other students.
- treat you equally with respect and consideration at all times, regardless of ethnic origin, religious belief, political opinion, age, gender, marital status, sexual orientation, disability or whether or not you have dependants.
- provide you with a learning experience in a safe and caring environment which is evaluated taking account of stakeholder feedback to enhance the quality of our provision.
- agree your individual programme of study comprising quality teaching with informed, timely constructive assessment and feedback on your work.
- provide you with access to the SRC Learning Resource Centres and e-resources.
- provide you with access to appropriate careers education advice and guidance.
- provide opportunities to access work experience / placement and industry visits where appropriate.
- provide you with a personal tutor/class tutor (part-time courses) who will advise you on pastoral care information and services including:
 - Personal Tutor Support.
 - Learning Support.
 - Student Safeguarding.
 - Student Activities.
 - Health & Safety Instruction.
 - Care Experienced Support.
 - Student Finance Advice.
 - Personal Counselling Service.

- provide you with clear information on fees and other costs, methods of payment and student finance support.
- provide opportunities to ensure your views and feedback informs improvements through:
 - Class Representatives.
 - Student Council and Student/Staff Focus Groups.
 - Student Governor and Student Union Elected Officers.
 - Student Surveys and involvement in the student voice activities.
- allow you to make a complaint on any issue and ensure you receive a response in line with the College complaints procedure.
- treat your personal information with confidentiality and in accordance with current Data Protection legislation, (The General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018) and Freedom of Information Act.

WHAT SOUTHERN REGIONAL COLLEGE CAN EXPECT FROM STUDENTS

In return you are expected to:

- fully engage as an active student in our shared educational experience and take responsibility for your own learning.
- treat everyone with respect and consideration at all times, regardless of differences in ethnic origin, religious belief, political opinion, age, gender, marital status, sexual orientation, disability or whether or not they have dependants.
- familiarise yourself and comply with College policies and procedures, rules and regulations - available in your Student Guide, Course Handbook, SRC Website and on SRC VLE/Sharepoint.
- behave in a responsible manner on and off campus and treat the property of the College with respect.
- wear your identity badge visibly at all times when on campus in the holder and lanyard provided by the College and when representing the College externally including on industrial visits etc.
- comply with College health and safety requirements.
- complete all coursework and assignments on time and to the best of your ability.
- complete entry forms for external examinations and assessments and pay the appropriate fees when they are due.
- ensure the prompt payment of fees and charges, return of books, equipment and materials.
- act as ambassadors for SRC at all times on campus, in our community, in any public forum and after your time at SRC.
- attend regularly and punctually all scheduled classes, assessments and agreed meetings and be an active participant.
- contact your Personal Tutor by email if you are unable to attend class, assessments or examinations. Your Personal Tutor will guide you in relation to extenuating circumstances and the appropriate evidence requirements.
- comply with the SRC Network Acceptable User Policy and use your SRC email address for college related communication.

- maintain/ keep up to date your personal information, e.g., new address or new telephone number.
- notify your Personal Tutor/Tutor in writing if you wish to withdraw from your chosen course of study.
- notify the College of your destination following completion of your studies.

As a student in this College, you have a right to be able to study in a safe, harmonious environment, to be treated with respect, fairness and dignity, and not to be subjected to any form of bullying, harassment, abuse or victimisation because of your background, ability, culture, identity or caring responsibilities.

This section should be read carefully by you, the student, as it contains information, which may have an impact on your progress within the College. Please ask your Personal Tutor to assist you if you are unclear about any part of the document.

More information is available on the College website and College policies www.src.ac.uk/