

Regent College Higher Education

Student Charter

1 As your education provider, Regent College Higher Education will:

- Provide a high quality educational experience that is in line with good academic practice.
- Treat you in a courteous, fair, just and legal manner.
- Provide a safe and tolerant environment in which academic goals may be pursued free from harassment and discrimination of any kind.
- Promote equality and respect diversity amongst the student body in line with our Equality and Diversity Policy
- Not tolerate any form of harassment and bullying, in line with our Anti-Harassment and Anti-Bullying Policy and Procedure
- Ensure that students are fit to study, in line with the College's Fitness to Study Policy
- Support freedom of speech in line with our Freedom of Speech Code of Practice
- Adhere to our Terms and Conditions and Tuition Fee Refund and Compensation Policy
- Ensure the provision of a range of high quality and accessible facilities, resources and services that are fit for purpose and which will enhance the student experience.
- Give access to up-to-date, accurate and relevant information about Regent College Higher Education and its services before you enrol for a course, including fees and other course related costs, programme details, assessment methods, admissions and enrolment procedures.
- Provide a full induction programme both for your programme of study and to Regent College and its environment more widely.
- Provide you with access to your Student Handbook, programme/course and module/unit information and other sources which contain information on the aims and objectives of the programme/course, individual modules/units, methods of study, assessment details, module/unit choices (where relevant), and relevant Regent College Higher Education policies, procedures and assessment regulations.
- Use approved communication channels including a virtual learning environment (VLE), called HELP (Higher Education Learning Platform), in order to provide up-to-date, accurate course information.
- Identify key Regent College Higher Education staff and their areas of responsibility so that you know who to contact for information and guidance.
- Provide access to tutorials, study skills and pastoral care systems with provision for a wide range of academic, pastoral and career-orientated content.
- Ensure the provision of a range of opportunities to enhance employability and develop transferable skills.

- Help to ensure that you are able to participate fully in academic life as well as providing opportunities to participate in College social activities.
- Organise and implement all course assessment in line with the awarding organisation's regulations and in accordance with published examination and assessment guidelines and criteria.
- Give timely and constructive feedback for both formative and summative assessments at an appropriate level to enhance student learning.
- Ensure that students are represented at all levels within Regent College Higher Education via the student representative system, and to review the effectiveness of the system on a regular basis.
- Provide opportunities for you to give feedback about the quality of the programmes, facilities and services that you receive, and respond to your feedback in a clear and transparent manner, acting upon it wherever possible.
- Provide access to student support services for all students that may require this.
- Safeguard all personal information and comply with the requirements of the Data Protection Act 2018.
- Ensure Regent College Higher Education is fully compliant with Consumer Protection Law
- Provide clear and accessible guidelines regarding the procedures that need to be followed in order to make an appeal or a complaint.

2. As a student at Regent College Higher Education you are expected to

- Attend all timetabled teaching lessons and scheduled tutorials (if for any reason you are unable to attend a particular session, then inform the College using the recognised absence reporting procedure).
- Act responsibly in your use of all Regent College Higher Education's premises and facilities and help to keep these clean and tidy, complying with any guidance or regulations governing their use and respecting the needs of other users.
- Familiarise yourself with information regarding your studies in handbooks, course/programme information and unit/module guides as well as complying with all Regent College Higher Education's regulations, policies and procedures.
- Take part in relevant induction activities at the start of your course.
- Understand and abide by your obligations regarding course fees and payments by meeting all deadlines for the payment of fees, understanding that non-payment will result in your place at Regent College Higher Education being withdrawn.
- Take responsibility for your own learning and undertake all course-related work that is assigned to you, ensuring that you devote sufficient time for self-directed learning and study.
- Familiarise yourself with and abide by all published examination and assessment timetables and procedures, and submit all coursework by the set deadlines.
- Regularly check Regent College Higher Education's virtual learning environment, HELP (and University Partner web portals relevant to your programme) and other communication channels, including your Regent College Higher Education email address and student noticeboards, to ensure that you update yourself on all course matters and other issues.

- Be aware that at Regent College Higher Education you are a member of a diverse community where equality of opportunities is promoted and diversity is valued as stated in the College's Equality and Diversity Policy.
- Act in a courteous, responsible and legal manner in your dealings with staff and fellow students and be considerate of the local community of which you are a part. Abide by the College's Anti-Harassment and Anti-Bullying Policy.
- Always take all reasonable care for your own safety and the safety of others, both on and off Regent College Higher Education's premises.
- Be aware that repeated non-attendance or lateness at classes may result in disciplinary action which could have an impact on your progression.
- Seek academic support and guidance if required, and be proactive in seeking out any welfare or personal support that you may need.
- Advise Regent College Higher Education of any circumstances or restrictions that may affect participation in your studies.
- Provide Regent College Higher Education with up-to-date information for your student records and give prompt notification of any changes to these (e.g. a change of address or contact details).
- Engage in the process of electing the Student President and student representatives and make them aware of your views.
- Take part in opportunities to feedback on the quality of the educational provision and services that you receive, and undertake to complete feedback surveys when requested.

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<i>Version</i>	<i>Version 3.1</i>
<i>Update</i>	<i>May 2019</i>
<i>Approval</i>	<i>Academic Board May 2019</i>
<i>Review Date</i>	<i>May 2020</i>