

## Student Charter

Solihull College & University Centre seeks to provide high quality education and training for individuals, employers and the community. As such, our provision is designed to be up to date, flexible, accessible and responsive to all our customers' needs, serving over 10,000 full and part-time students across two main campuses and on work based programmes. Solihull College & University Centre provides excellent facilities for study and aims to provide our students with an outstanding learning experience.

This charter outlines what this means for our staff, students/ trainees and partners. It is not a legally binding contract and is not a finite statement of the rights and responsibilities of the College or its students. All students and staff should familiarise themselves with College policies and procedures as they pertain to College life.

**Solihull College & University Centre** will continue to treat all students and employees with respect and dignity, and seek to provide a positive working and learning environment free from discrimination, harassment or victimisation.

**Solihull College & University Centre undertakes to provide clear, accurate and impartial information, as follows (pre-enrolment):**

- Online via the College website and the UCAS course directory.
- Full-time applications to Higher Education (HE) courses to include Higher National Diplomas (HNDs), Foundation Degrees or Honours Degrees will be made through the Universities and Colleges Admissions Service (UCAS). All HE applicants will be invited for an interview.
- On receipt of your application, an interview will be arranged and a letter sent within 7 days. All interviews for full-time courses will take place within 4 weeks of us receiving an application.
- At your interview we will discuss the course content, entry requirements, your achievement and progress to date and what support you can expect from us during your time at the College.
- Course costs, payment options and deadlines, and an estimate of necessary additional costs.

- The college welcomes applications from students who have a specific learning need (learning difficulty and/or disability). We are able to provide support at the interview and a member of the Additional Needs Team will be there to discuss the course with you and to identify any specific equipment or specialist support needs. Advice will be given regarding the application for DSA (Disabled Student's Allowance)
- Opportunities we give you to enjoy your time at college.

**Solihull College & University Centre undertakes to provide (post enrolment):**

- High quality teaching and learning, support, advice and guidance
- Direct access to our Careers Officers, Student Finance Officers, Student Welfare, Counselling, and Student Accommodation. Online information will be available via our Student Information Hub
- Access to activities that will enhance employability and personal development.
- Clearly defined access to library, open access/ IT
- Student voice opportunities by becoming an elected Student Representative or Student Governor, student representation at staff interviews
- Membership of the Students' Union
- Volunteering opportunities to support the Student Enrichment Team with enrichment activities, to enhance personal development and employability
- Membership of College societies and sports teams
- Student participation in the Programme Quality Board for annual academic and quality review of courses

**Solihull College & University Centre undertakes to provide the following on course:**

- An induction to the course and College
- A course handbook detailing course content, assessment criteria, contact hours, examination arrangements and regulations, academic guidance and support, appeals procedure, complaints procedure, plagiarism, deadlines, mitigating circumstances.
- Peer support through our volunteer systems for students wishing to make a complaint
- Timely notification of timetabling changes or altered arrangements pertaining to course delivery

- Access to activities that will enhance employability and personal development.
- Support for student participation in academic development and programme management, including elections of representatives.
- Regular continuing professional development for its staff.

**Solihull College & University Centre students agree to a code of conduct and undertake to:**

- Be responsible for your learning
- Attend regularly and punctually – 100% is your target – and inform us if you can't attend
- Complete all coursework and/or assignments on time and as well as you can
- Meet your tutor regularly to discuss and review your progress
- Attend all exams (as appropriate)
- Pay promptly any charges made by the College
- Observe all of the College's rules as explained in your induction, on the Student Information Hub and on MOODLE
- Wear your College ID at all times
- Co-operate with members of staff and students, inside and outside of the classroom
- Be polite and respectful to staff and to other students
- Take care to behave in a way that will help us to keep the college a safe learning environment
- If you smoke, then do so only in designated areas
- Follow our rules and the law; do not take or sell illegal drugs
- Make use of the services and facilities we provide
- Make use of the opportunities we give you to enjoy your time at college

**After the course** successful students will be invited to join us at the Solihull College & University Centre Awards ceremony to celebrate their success.

Full copies of the College Charter can be obtained at the information desk in Student Services or on the Student Information Hub.