

# Higher Education Student Charter

Peter Symonds Winchester

2016/17



What can you expect from the College and in return what can we expect from you?

Peter Symonds College



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## Higher Education Student Charter

### Aims of the charter

This charter aims to explain to students what they can expect from their higher education programme at Peter Symonds, outline what can reasonably be expected of students by the college and to reflect the values of the higher education programmes at Peter Symonds.

Our core values are to promote and sustain:

- High aspirations, expectations and pursuit of excellence.
- Independent, responsible and self-directed learners.
- Outstanding teaching and learning.
- Integrity and open & honest communication, where staff and students work in partnership.
- A spirit of critical enquiry and creative thinking.
- Caring and responsive support & guidance.
- An enjoyable and stimulating learning environment.
- Widening participation, diversity and individuality.

As a student, you can expect the College:

- to provide you with up-to-date information and advice on the programmes we offer, fees payable and any other financial help which may be available;
- to support you effectively through all stages of your engagement with the College from initial enquiry through to graduation;
- to treat you with fairness, respect and in a timely manner;
- to actively seek your participation to work in partnership with the Higher Education staff and obtain feedback on your experiences;
- to provide you with an induction, student handbook, access to our VLE and IT systems
- to provide an intellectually stimulating learning environment, where you are part of a supportive learning community;
- to have staff who are professional, well qualified who demonstrate their currency in both their subject knowledge and their understanding of student learning;
- to enable you become an independent learner and critical thinker through support which is caring but challenging;
- to give you clear feedback about your progress and how you can achieve your potential
- to support your individual and professional development and enhance your skills for employment;
- to provide access to learning resources, including an online learning environment, which supports and enriches your learning providing you with the opportunity to excel;
- to provide a member of staff to engage with you and act as your key academic adviser and mentor throughout your course;
- to provide you with information about progression and career development;
- to ensure you are kept fully informed of any changes to your study and/or support.

We expect you as a student:

- to actively and positively engage\* in your studies, hand work in on time and ask for help when you need it;
- to be enquiring and critical in your thinking and to utilise academic journals and other peer reviewed materials to inform and develop your thinking;

- to be proactive in making effective use of all the resources and facilities the College provides to support your learning;
- to actively participate in the student representative system and work in partnership with higher education staff;
- to behave in a responsible manner treating staff fellow students and visitors with dignity and respect;
- to familiarise yourself with all regulations, your student hand book, our VLE and seek advice and clarification from us regarding what we expect from you in a timely manner;
- to turn up to taught sessions on time; contact us if you are unable to attend and to attend a minimum of 85% of taught sessions in an academic year;
- to conduct yourself and engage in your studies with honesty;
- to keep appointments and to communicate with staff in a timely and courteous manner;
- to provide us with appropriate evidence about any changes to your personal circumstances;
- to make arrangements with anyone who is financing your programme of study such as an employer or student finance organisation as soon as you can and within any deadline dates set by the organisation and to pay your fees as agreed.

We all expect each other

- to treat one another with respect, tolerance and courtesy regardless of identity, background or belief, both in person and online;
- to show responsible stewardship of the college environment, facilities and resources;
- to challenge one another intellectually;
- to recognise and value positive contributions from others.

Student engagement definition

Engagement is the process whereby the College makes deliberate attempt to involve and empower students in the process of shaping their learning experience.

This incorporates:

Formative communication with academic staff both through immediate student-staff feedback in the classroom, participation in the student representation process at board of study and the academic board, student module and course evaluations and student perception on course (SPOC) and internal review processes.

Academic challenge and active learning – the extent to which expectations and assessments challenge students to learn and be independent learners, and the effort students invest in actively constructing their knowledge.

The extent to which students feel part of a collaborative, supportive learning community where staff and students can learn from each other.

The College has the following protocols and procedures which are available in the “Key information for Higher Education Students section” on moodle

**Concession Procedures and forms for requesting a concession.**  
**Complaint Procedures.**  
**Support for HE Students Procedure**

Further protocols and procedures are available on request via reception at Stoney Lane.