

graduate with

HIGHER EDUCATION STUDENT CHARTER

THE CORNWALL COLLEGE GROUP

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**IN
PARTNERSHIP
WITH
PLYMOUTH
UNIVERSITY**

THE CORNWALL COLLEGE GROUP





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INTRODUCTION

Welcome to Cornwall College, including Duchy College, Bicton College and Falmouth Marine School.

Being successful in university-level 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 in return.

Key strategies to becoming a successful student:

- You must take responsibility for your own studies. We will give you as much help and support as we can but ultimately your success is down to you.
- Plan your time carefully, write a personal timetable as soon as you can, making time in the week for self-directed study.
- Attend all lectures and tutorials and take notes.
- Do not miss deadlines.
- Read extensively around your subject, just being familiar with the set text books is unlikely to be enough to pass.
- Seek help, if you need it, as soon as possible. If you need specific help with your studies, speak to your lecturer or tutor or make a personal appointment to see them. Even if your problem has nothing to do with your programme, it may have an effect on your ability to study. Let someone at the College know: ignoring problems will only make things worse later on.

You may be used to a learning or workplace environment with fixed hours and routine activities. However, university-level education requires you to develop new study, time management and prioritisation skills to make effective use of your time and to meet programme deadlines. Your weekly timetable consists of planned learning activities, such as lectures, and time for you to undertake additional reading, assignment preparation and private study. The contact time that you have with lecturers is only part of your module timetable. As an indication, the average amount of total student effort expected for a 20 credit module will be around 200 hours, but you may only be timetabled for 45 - 60 hours.

You must, therefore, learn to use your time constructively.

Some of your most valuable learning will be done in your own time and your own way.



WHEN YOU APPLY, ACCEPT A PLACE AND ENROL

You can expect us to:

- provide up-to-date and accurate information, advice and guidance on programmes that we offer
- provide you with information about programmes and how to apply within five working days
- send you an invitation to attend an interview, or offer letter, within 20 working days of receipt of your application
- send you instructions on how to join, term dates, details of your induction and how to enrol, in July or August
- provide you with a detailed timetable in your first week of term
- provide you with a handbook, including details of how to contact your tutors and support services.

We expect you to:

- give us complete and accurate information on your application form and tell us about any personal circumstances that might help us to help you, such as information about your health, disability or additional learning requirements
- inform your tutor of any change of address or contact details
- attend interviews and return requests for information
- read and comply with the enrolment instructions
- take part in the college induction process so you are aware of details relating to your site of study and programmes
- read your student handbook and get to know your programme and associated regulations
- talk to your personal tutor if you feel the programme is not right for you
- respect other students and staff and respect college policies such as the parking and no-smoking policies.



TEACHING, LEARNING AND ASSESSMENT

You can expect us to:

- use a balance of teaching methods and approaches which will suit the academic needs of the programme and you
- provide you with a module guide at the start of each new module: containing learning outcomes, details of weekly teaching, with assessment methods and dates
- provide reading lists with careful consideration to recommended core texts for purchase
- ensure you will have lecturers and support staff who meet high professional and academic standards, who are competent and knowledgeable within their area
- provide well managed and organised programmes
- provide a clean, safe and appropriately equipped learning environment
- provide at least seven days' notice, if possible, if we need to change teaching or assessment arrangements
- make use of the virtual learning environment (Moodle) as an interactive learning tool
- provide a schedule of assessment dates at the beginning of each academic year
- mark your work in an objective manner with assessment criteria being explicit and openly available
- provide you with a mark and useful feedback either written or orally within 20 academic days of the deadline for submission.

We expect you to:

- attend all timetabled sessions
- familiarise yourself with the content of your student handbook, available on Moodle
- hand in work on the given dates and ensure that the work meets the criteria that have been given
- take responsibility for telling your tutor of any illness or other exceptional circumstances that might inhibit your completion or 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
- familiarise yourself with core texts for your studies
- manage your own learning with the aid of Moodle and the Plymouth University Portal that relate to your programme.





TUTORIAL SUPPORT

You can expect us to:

- provide you with a personal tutor who will assist with the process of induction and orientation into academic life and the College and University community
- arrange regular group or personal tutorial sessions
- arrange at least one termly personal tutorial
- retain an interest in your personal and general academic development throughout your academic career
- offer general academic advice on your progress and development and to signpost relevant careers and skills development provision
- offer confidential help and advice about pastoral or non-academic matters and signpost you to other student services for further assistance if necessary
- provide references, as appropriate
- offer guidance or advice on the College and relevant University process, e.g. disciplinary procedures, extenuating circumstances
- provide you with a senior learning advisor (SLA) who will provide additional advice, guidance and advocacy, where required.

We expect you to:

- attend all arranged meetings with, and respond promptly to any communication from, your tutor
- make appropriate use of all the support and guidance offered at the College
- take the initiative in raising problems or difficulties (academic or personal) at the earliest possible opportunity
- report promptly to your tutor when you are ill or have other good reason for non-attendance or failing to meet deadlines
- keep records of meetings and agreed actions, including personal development planning.





LEARNING RESOURCES AND SUPPORT SERVICES

You can expect us to:

- make sure our Learning Resource Centre (LRC) is open for you to use as outlined in the opening hours (we will notify you of any changes in the opening times on the door notices in the LRC and on Moodle)
- provide access to the Plymouth University and University of St Mark & St John library along with our learning centres
- provide helpful and professional staff to assist with information search
- welcome you when you start your programme, to introduce you to, and make you familiar with, our services and facilities
- provide training on how to use Moodle (the College's virtual learning environment) and University Portal relevant to your programme
- provide up-to-date information and resources in a variety of electronic, printed and audio-visual media for you to borrow or use for reference
- provide access within the LRC to a range of textbooks you need, as recommended by your tutor, and give you information on borrowing options and return
- provide an up-to-date, web-based catalogue that is easy to use and can be accessed both on and off campus
- provide a range of learning support facilities, including: individual and group study areas; open-access bookable PCs in Learning Zones, and open-access non-bookable PCs in the LRC; printers for study, preparing assignments and research; equipment and support to present written, audio-visual and electronic materials (for example, photocopiers, scanners and binding services)
- provide a wireless network for laptop and mobile devices, in line with the College IT Policy
- make sure our staff are welcoming, polite, and professionally trained to meet your needs and interests
- provide an inter-library loan service for books from the relevant University Library
- provide access to British Library journals, in line with copyright legislation
- provide advice on counselling support during term time for registered students
- provide access to a career guidance service.





We expect you to:

- produce your college identity card, if requested, when you visit the LRC
- respect the rights and needs of others, in line with current LRC guidance, the copyright and patent laws, and our computer regulations (within the IT Policy)
- return books, electronic and audio-visual resources you have borrowed when they are due or when the LRC staff request
- look after books, journals and reports, and not damage or hide them
- get help if you need it, and help us by giving feedback on our services and suggestions for improvement
- respect and take care of resources and equipment provided by our college.



DISABILITY AND EQUAL OPPORTUNITY

You can expect us to:

- offer advice during admissions, first term and throughout your time at the College on the services, financial support and equipment available to help with your studies
- provide a confidential environment for you to discuss your needs and requirements with a knowledgeable member of staff
- provide access to disability advisers throughout the year
- help you to apply for allowances such as the Disabled Student Allowance and provide you with information about the support and equipment that is available through this scheme
- provide up-to-date information from Disability ASSIST and disability@marjon.co.uk on services and support available for you
- ensure your tutor communicates specific requirements for your modules to you
- treat all students fairly and equally in line with the College's Single Equality Scheme.

We expect you to:

- arrange to discuss your particular needs with us as soon as possible - ideally before you join the College
- ensure that you show up for appointments with our specialists i.e. educational psychologists, tutors, advisers and assessors
- tell us if your needs change
- take responsibility for your own studies. If you find that you are struggling, then it is your responsibility to come to us before it is too late
- bring your dyslexia report on enrolment, or as soon as feasible afterwards, if you are dyslexic
- inform your personal tutor of your needs and any outcomes from your Needs Assessment.





STUDENT REPRESENTATION

Student Representatives - each programme must have one or more representatives - chosen by their fellow students - to sit on the Programme Committee. Student representatives are a vital conduit, linking staff and students so that issues of quality of provision affecting students can be promptly and appropriately addressed. In addition, representatives provide feedback to the programme's staff on innovations and can assist the programme team to develop the curriculum to meet student needs. Student representation includes a higher education representative at each campus and the opportunity to attend the Higher Education Management Committee.

Your campus will have a person who liaises with the Plymouth University Students' Union who can advise on student representation.

You can expect us to:

- provide you with the opportunity to elect a course representative, and provide them with appropriate support and training
- provide regular forums to collect course views, and to respond to these via the course representative
- provide you with the opportunity to vote for the Cornwall College Students' Union President and the local Student Executive Committee
- advertise the date of the AGM for Cornwall College Students' Union, where the second Student Governor is elected.

We expect you to:

- participate in election processes
- provide feedback when asked to do so
- support your elected representatives.





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 yourself 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 can and should explore.

It might be appropriate for example to raise the matter with your:

- Module Tutor
- Personal Tutor
- SLA
- Programme Manager
- Curriculum Lead
- Cornwall College Students' Union representative
- Plymouth University Students' Union representative.

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.

You can expect us to:

- provide advice and 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
- ensure you will not be discriminated against if you complain
- monitor the number of complaints we receive and their outcomes.

We expect you to:

- approach the person who is causing the problem, if you feel able to do so, to 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 your friends, Students' Union, student services staff or 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 within the relevant procedures.

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