

## **North Kent College Higher Education Students' Charter**

North Kent College's mission statement is **"To Excel and To Inspire"** through gaining excellent outcomes; providing inspirational teaching and learning; promoting excellent engagement; utilising inspirational staff; and providing excellent resources.

This charter has been jointly developed by our higher education staff and class representatives, and will be monitored and reviewed on a yearly basis.

### **North Kent College undertakes to:**

1. encourage its employees to treat students and colleagues equally and respectfully; and
2. promote good practice in teaching and learning.

### **North Kent College undertakes to provide:**

1. High standards of teaching, support, advice and guidance.
2. Staff that are adequately qualified through opportunities for CPD and further development.
3. An environment that encourages equality and promotes diversity.
4. An environment that is safe and allows effective learning to take place.
5. Channels of guidance and support for students for academic and non-academic matters.
6. Opportunities and support for student participation in academic development and programme management, including appointments of representatives.
7. Information, guidance and support on finances and costs, including additional costs that are likely to be encountered when on a programme.
8. Clear instructions to students and staff on where to access required information.
9. Clear guidelines concerning disciplinary matters.
10. Access to activities and resources that will enhance learning, employability and personal development.
11. Access to relevant information and timely feedback to students on matters including complaints, appeals, policies, procedures, reviews, changes that affect students, academic and programme requirements.
12. Effective methods of communication between students and staff, through which both parties can express their viewpoints and provide feedback on a whole range of issues.
13. Facilities where HE students can socialise and meet other students.

**Students undertake to:**

1. Treat staff and their fellow students equally and respectfully.
2. Attend timetabled classes, induction activities, meetings and tutorial sessions, and other required events.
3. Report unavoidable absences and episodes of lateness.
4. Take responsibility for managing their own learning: actively engaging in their programme; ensuring they spend sufficient regular time in private study, and participating fully in group learning activities.
5. Submit assessment work by stated deadlines.
6. Take part in and be truthful in college feedback processes.
7. Make prompt payment of charges made by the institution.
8. Support programme representatives and participate in systems which will lead to improvements in the quality of learning and teaching.
9. Respect the physical and virtual college environment.

**The Students' Representative Body undertakes to:**

1. Actively gather feedback from other students relating to their programme and the institution.
2. Provide adequate and accurate feedback to staff that is based upon viewpoints from a range of students.
3. Inform other students of responses and feedback from staff, and changes to guidelines, procedures and policies.
4. Support students to ensure they receive equal treatment and are aware of their rights and responsibilities.
5. Support student participation in quality enhancement activities including the development and training of other programme representatives.
6. Support student transition and progression.
7. Promote the HE Student Charter to other students.

**David Gleed**  
**Principal**