



The Sheffield  
College

University  
Centre

Higher Education

# Student Charter



[www.sheffcol.ac.uk/universitycentre](http://www.sheffcol.ac.uk/universitycentre)



## Your College Life and Environment

### You can expect

- an environment that fosters an inclusive, supportive and collaborative community
- to be treated with respect, professionalism and courtesy
- your personal information to be safeguarded and to learn in a safe environment
- student financial information advice and information about tuition fees, scholarships and bursaries
- to be able to find information about all relevant regulations and codes
- to be respected and treated as adults.
- your learning environment to be clean and friendly.

### We expect you to

- have respect for the dignity of others and be considerate and courteous towards the Colleges diverse community
- respect the property of others, and make proper use of the Colleges facilities and resources
- behave in a manner that ensures your own health and safety, and that of others
- take advantage of the learning resources and facilities available to you
- tell us about any circumstances , needs or restrictions which might affect your participation in learning, professional practice or work placements
- make sure you seek out and use the support services, information and advice available as your needs arise
- regularly check your College email, timetable and virtual learning environment
- read and abide by the College regulations and codes, those governing your course and the law



## Your teaching, learning and course

### You can expect

- tutors who are knowledgeable, enthusiastic, approachable and easy to talk to.
- to be informed of which relevant staff member to go to about issues you want to raise.
- appropriately qualified staff to support your learning
- a course with relevant and applied content
- an induction to both course and College facilities/resources.
- your classes to involve student interaction and be interesting and varied.
- your classes to start and end on time and with some chances for 1-2-1 sessions.
- a clear framework, including a timescale, for receiving feedback about your work from staff.
- your work to be assessed in appropriate and fair ways
- useful feedback on your coursework, within a defined timeframe
- to be given the opportunity to interview prospect student facing staff.
- a student support service which includes study support, disabled student support, wellbeing and international student support, and information and advice on other issues that may affect you
- a careers advice and guidance service and a student employment service
- the College to work towards making all course materials available on Moodle, to allow you access resources from outside College premises.

### We expect you to

- make every effort to work collegially with your fellow students and tutors, and make a positive contribution to the creation of a supportive learning community
- take responsibility for managing and progressing your learning
- give time and effort to your studies, including reading and researching your study topics, preparing for classes and assessed work
- make every effort to meet your attendance and assessment requirements and let us know if you can't
- reflect on your learning and the feedback you are given and use this reflection to help in your future development
- keep up to date with information related to your course.
- engage with course committees

# Your representation and opinions

## You can expect

- student representation on a range of committees and groups at all levels within the College
- your views to be sought on aspects of your student experience and your feedback welcomed, considered and used to shape future developments
- the College to work in partnership with the Students' Union to enhance the student experience
- every effort to be made to resolve a complaint or an appeal informally, and formal complaints or appeals to be dealt with in a timely and fair manner
- that academic and support staff will be approachable and available to talk informally with all students on the issues you want to raise.
- at least one student rep will be elected from each HE group.
- HE Student reps will be given time in their groups to collect feedback before every formal meeting.
- Students will be consulted on module or course changes and their feedback will have an impact on decision making.
- All HE Student reps will be invited to three meetings a year to discuss HE cross college issues or issues that haven't been dealt with at a curriculum level.
- Staff will communicate responses back to HE Student reps within three terms time weeks of them being raised.

## We encourage you to

- ask for advice and support when you need it
- share your voice and experiences with the college
- get involved with our representative and democratic activities
- seek out and take part in the opportunities and experiences provided