

**The
Sheffield
College**

Student Charter

**...our commitment to and expectations
of all students at The Sheffield College**

The Charter reflects

...our vision to transform lives by offering outstanding education and training. We are very proud of our diverse community and have high expectations of all students irrespective of; race, gender, transgender, disability, learning difficulty, age, sexuality, social class and culture.

The Charter outlines our commitment to, and our expectations of, all students helping you to be successful and progress, and to get the most out of your studies.

You can expect:

- to feel safe in a clean, smoke free, healthy college
- a friendly, caring, learning environment free from bullying and discrimination
- to be treated with respect and courtesy
- clear and accurate information
- commitment from caring and professional staff
- high quality teaching
- your voice to be listened to
- guaranteed progression if you meet your commitments
- access to impartial information, advice and guidance
- access to high quality learning and online resources
- access to support those with a learning difficulty and/or disability

The
Sheffield
College
expects
you to...

be ready

be respectful

be safe

How we will review this Charter

We will measure how well we are meeting our commitments and take action to improve. Please help us by telling us if we fail to meet our Charter standards, including if we take too long to reply to you.

You can do this by:

- telling any member of staff
- telephoning the college on 0114 260 2600
- sending an email to qualityunit@sheffcol.ac.uk
- telling your local Student Services
- telling a member of The Sheffield College Students' Union
- making a formal complaint
- sending a message to the Enhance Facebook page

If you leave your name and address or email, we will:

- acknowledge your feedback within five working days
- tell you what we plan to do within ten working days
- tell you when we have done it
- give you the opportunity to tell us how well we handled your comment or complaint

Complaints Procedure

Our aim is to deal with all concerns quickly. Therefore, in the first instance, a concern should be discussed informally with the person concerned or with a member of staff. If a satisfactory resolution is not found, you are entitled to follow the College's Formal Complaints Procedure.

You can make a complaint verbally, in writing, online through www.sheffcol.ac.uk, by telephone or email. If you complain verbally, the details will be written down onto the college complaints form on your behalf. If you need help in making your complaint please ask the reception staff or your tutor and they will get someone to help you. Forms are available from Reception and on the college website.

We review this Charter, our Complaints Procedure and standards annually in order to continually improve the service we offer to you. We will monitor complaints and publish annual figures. These will not contain personal details of any particular complaint.

The Sheffield College

The Sheffield College

City Campus
Granville Road
Sheffield S2 2RL

Hillsborough Campus
Livesey Street
Sheffield S6 2ET

Peaks Campus
Waterthorpe Greenway
Sheffield S20 8LY

Olive Grove Campus
2 Olive Grove Road
Sheffield S2 3GE

+44 114 260 2600
info@sheffcol.ac.uk
www.sheffcol.ac.uk

**If you have any safeguarding
concerns please email:
safeguarding@sheffcol.ac.uk**

**All information is correct at
time of print. If you need this
guide in any other format,
please get in touch.**

