

INTRODUCTION

Our Student Charter aims to:

- Explain in simple terms what all of our students can expect from the College
- Outline what is reasonably expected of students by the College
- Be an effective signpost for our students to help them access a range of information that will help them throughout their studies
- Reflect our Christian ethos and spiritual values as an evangelical mission training college
- Reflect the College's key values, which are outlined below:

Nurture We are committed to nurturing the holistic development of our students and staff – their academic, social, emotional, physical, cultural and spiritual well-being.

Creativity We pursue excellence in the generation of new knowledge and encourage creativity, fun and the exploration of truth.

Sustainability We are dedicated to creating sustainable futures within a flourishing College.

Service We are responsive to the needs of all stakeholders and strive to enhance all aspects of our services to students, communities and the organisations that we work with.

Respect We value each member of the College and are committed to relationships characterised by respect for the individual.

Trust We promote a climate of trust and accountability underpinned by a commitment to open, honest and transparent communication.

This Charter outlines our commitment to providing a quality student experience, to support equality and diversity and to building a strong sense of community within the College for our students. The Student Charter will be reviewed and approved annually by the College's Academic Board.

The Student Charter should be read in conjunction with related documents, including:

- Community Guidelines
- Community Rules
- Code of Conduct

IN GENERAL

You can expect:

- To be able to fully participate in the academic, spiritual and social life of the College
- To be treated with courtesy and fairness and in a timely manner
- To experience a safe and secure environment, free from harassment, victimisation or discrimination of any kind
- To be actively supported when you need help

We expect you:

- To take an active part in our supportive educational and spiritual community
- To be considerate and respectful to our diverse community of students, staff members and visitors
- To abide by the College's Code of Conduct relating to your behaviour both on and off the campus
- To enrol on an annual basis and to pay any monies owed to the College on time

YOUR STUDIES

You can expect from the College:

- An experience that will be challenging, stimulating and invigorating, in which you are part of a supportive learning community
- Staff that are professional, well qualified and who demonstrate currency in both their knowledge of their subject and their understanding of student learning
- Access to an on-line learning environment giving you access to a wide range of information and resources to enrich your learning
- A library that effectively supports your learning through a wide range of resources
- To receive all necessary information about your studies in a timely manner
- An induction programme at the beginning of your studies to give you a strong foundation for success
- To receive effective and timely feedback on your academic work
- To receive effective representation on matters related to your studies through the Course Committee and other student representatives
- An academic member of staff to engage with you throughout the duration of your studies
- Pastoral care and support from members of the staff team

We expect you:

- To participate fully in the learning activities of your studies and to meet all attendance, study and assessment requirements
- To reflect on the feedback you receive from your assessments to inform your future work and develop your skills
- To act responsibly in your use of College resources, respecting the needs of other users and observing any health & safety requirements

- To be aware of and comply with our regulations governing the use of the library, computing and networking facilities.
- To be aware of and comply with all regulations and procedures governing your course/studies
- To engage with your tutors throughout the duration of your studies

YOUR STUDENT LIFE

You can expect from the College:

- Access to easy-to-find high quality confidential and appropriate support on issues that affect you whilst you are a student
- Quality facilities and services that enhance your student experience

We expect you:

- To be proactive in seeking out any personal support that you may feel you need
- To advise the College of any circumstances, needs or restrictions that may affect your successful participation in the College, whether they be pre-existing or new, in order that we can support you effectively
- To behave responsibly when representing the College at external events

YOUR VIEWS

You can expect from the College:

- To be represented by students in the student and social committee structures of the College
- To have opportunities to provide feedback to the College on the quality of its academic programmes and support services
- That copies of minutes from official committee meetings involving students are available
- That clear and transparent information is provided on action taken in response to student feedback

We expect you:

- To support student committee representatives and to make them aware of your views, in order that they can represent you effectively
- To take part in the election process for student committee representatives
- To engage with the feedback mechanisms that the College uses to gauge student opinion (e.g. module evaluations)

YOUR CONCERNS OR DIFFICULTIES

You can expect from the College:

- That your concerns or difficulties will be attempted to be resolved in an informal manner wherever possible

- To be able to make a complaint or lodge an appeal using the official procedures without fear of any recrimination
- Information about all of the College's student-related procedures to be easily accessible
- To be treated fairly and reasonably with respect and courtesy if you participate in any College investigative or disciplinary procedures

We expect you:

- Not to make any malicious or vexatious complaints or allegations
- To act with respect and courtesy if you are involved in any College procedures
- To follow the procedures closely and, wherever possible, to provide relevant key facts and supporting evidence within the specified timescales

There is an expectation that students will behave in accordance with our Student Code of Conduct and that students should expect the College to invoke its investigatory/disciplinary procedures should any students breach the code.