

Student Charter

In our Student Charter, we set out our commitments to you and also what we ask of you in return, so that together we can make South Essex Colleges Group a great place for you to study and learn.



Our Vision:

We are the heart of community Transformation.

Our Mission:

Working together, we will provide knowledge, education, and Skills Development for all.

We summarise our culture and core values with the following statements:

- We are a community of professionals, inspiring our learners to be extraordinary in all they do
- We are accepting and encouraging of all who come through our doors
- Stimulated by modernity, we are diverse in thought identify and aspiration
- We are powerful and ambitious as individuals and powerful together. We encourage performance to the peak of ability
- To build resilience, we provide a tough love environment supporting each other and our learners to thrive in all situations.

Our commitments to you:

1. To make entry onto our courses as easy and fair as we can
2. To deliver high-quality teaching, learning and assessment
3. To provide high-quality, fit for purpose, accommodation, and resources
4. To provide relevant, accessible, supportive opportunities for all students
5. To create an environment that respects, promotes, and celebrates diversity
6. To operate fair and effective procedures for feedback and appeals.

1. To make entry onto our courses as easy and fair as we can

We will do our best to ensure you:

- Have access to a user-friendly prospectus that contains accurate information on courses and facilities at South Essex Colleges Group, and gain further information from our website and open days
- Have your application considered fairly and promptly
- Are given a prompt response to your enquiries and your application
- Are provided with effective information and guidance both before and during courses.

In return we ask you to:

- Take advantage of the information available to you about our College and your chosen programme of study
- Provide full, timely and accurate information to enable us to process your application promptly and fairly
- Provide relevant qualification certificates and documentation, when requested
- Check and update your student record, and complete all pre-registration requirements in preparation for starting your programme.

2. To deliver high-quality teaching, learning and assessment

We will do our best to ensure that you:

- Learn in a challenging stimulating environment with teaching provided by knowledgeable and suitably qualified teaching staff
- Have a planned and realistic timetable
- Experience teaching and learning that is well planned, personalised, stretches and challenges, uses different methods to accommodate different learning styles and is designed to help you think for yourself
- Have sessions that are well planned, and which give you clear information on your coursework deadlines and assignment requirements
- Receive clear and timely information about examinations
- Receive your coursework marks and constructive feedback within published deadlines and to clearly defined criteria
- Develop employability skills.

We will ensure that:

- We embed the use of technology to promote innovative learning
- We make sure everything is in place to give you the best possible chance of success
- Sessions start and finish on time and at the agreed place
- All staff providing advice and guidance are aware of progression routes from courses
- We help you to take responsibility for managing your own learning
- We raise the level of students' achievements across all programmes
- We provide courses which are innovative and respond to the learning and skills market through partnership working.

In return we ask you to:

- Actively engage in teaching and learning activities to the best of your abilities
- Behave in a way which respects the needs and aspirations of others to learn, teach and live within the community of the College
- Attend classes and other events which you are scheduled to attend regularly and punctually
- Inform the appropriate member of staff as soon as possible if for any reason you are unable to attend a class or other scheduled event
- Undertake coursework diligently and submit all assignments on time to your tutors
- Ensure that all coursework that you submit is your own work.

3. To provide high-quality, fit for purpose, accommodation, and resources

We will do our best to ensure you:

- Have access to library resources and a range of electronic, printing, and audio-visual media resources for loan or reference
- Have free network and computer access across campus, with advice and help on the use of IT facilities, including e-resources
- Study in a student-centred and collaborative environment that is conducive to your learning, at every stage of your studies.

We will:

- Make all buildings accessible to all students, whenever practicable.

In return we ask you to:

- Use College equipment and facilities responsibly, and help to keep the College a healthy, safe, and secure place for everyone
- Behave in an environmentally friendly manner, including adhering to non-smoking rules and using the bins provided for litter
- Familiarise yourself with the College's health and safety regulations, comply with those regulations and act at all times with due regard for your own safety and that of others
- Support staff and other students in the maintenance of a clean and tidy environment throughout the College.

4. To provide relevant, accessible, supportive opportunities for all students

We will do our best to ensure that we:

- Offer you tutorial support throughout your course and that you have access to a personal tutor from whom you will be able to receive essential information and referral to specialist support, as appropriate
- Make available a range of services, including careers, funding and welfare advice, personal counselling services and support
- Give you advice about the specialist equipment and support available to help you with your studies
- Provide access to extra-curricular activities and sports, arts, and social facilities to enable you to enrich your student experience and employment opportunities
- Provide professional staff and/or peer support, offering information advice and guidance to assist you throughout your student life.

In return we ask you to:

- Seek help when you need it
- Take advantage of the support offered
- Attend all tutorials and reviews
- Take responsibility for enhancing your employability skills and preparing yourself for your future
- Seek help if you encounter difficulties of an academic or personal nature
- Inform us of any disabilities or individual needs if you wish us to make any reasonable adjustments.

5. To create an environment that respects, promotes, and celebrates diversity

We will do our best to ensure that you:

- Are part of a friendly, inclusive academic community, characterised by honesty, respect and pride in diversity.

In return we ask you to:

- Engage positively with the College community, which treats all of its members with respect, courtesy and without discrimination, and be aware of, and engage with, the Student Code of Conduct and Learner Harassment and Bullying Policy
- Behave in a responsible manner on and off campus, and ensure that your actions reflect the values of our College, its environment, and its place in the local community
- Behave in a way which respects the need and aspirations of others to learn, teach and work within the community of the College.

6. To operate fair and effective procedures for feedback and appeals

We will do our best to ensure that we:

- Keep our courses under review to ensure they match the needs of our students
- Provide the opportunity for you to comment on and influence the College environment and your courses through regular surveys, Student Union, and course meetings
- Respond to suggestions from students, employers and others for new courses or new units
- Listen to your views and act upon them appropriately
- Publicise and operate a clear and effective system for receiving and acting upon comments, suggestion and complaints about your course, the College, the College Student Union or one of our Services
- Operate a fair system of academic appeals.

In return we ask you to:

- Give us feedback to help us to improve our courses and services
- Discuss issues in the first instance with your personal tutor or course leader
- Follow our procedures if you wish to make a complaint, comment, suggestion or appeal about your course, the College, the College Student Union or one of our Services.

How to make a complaint, comment, suggestion, or appeal

Please view the **‘Further information’** section at the bottom of our [Contact us webpage](#) for information on making a complaint, comment, suggestion or appeal.

- This Charter states the aims of the College. While we will attempt to achieve these aims, no legal liability is assumed, and no part of the Charter forms a part of any contract between the College and any third party.