

INTERNAL PROCEDURE



Title: Student Charter 1718

POLICY HOLDER: CorriennePeasgood

EXECUTIVE OWNER: CorriennePeasgood

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Accessibility: If you would like this information in an alternative format, e.g. Easy to Read, large print, Braille or audio tape, or if you would like the procedure explained to you in your language, please contact the Communications & PR Officer on 01603 773 169.

Further information: If you have any queries about this policy or procedure, please contact the name policy holder or the Communications & PR Officer on 01603 773 169.

City College Norwich Student Charter

The Student Charter has been jointly developed by students and staff at City College Norwich. was written by staff and students

You need to read this to make sure you know what you need to do and what you shouldn't do as a student of the College. It also lets you know what staff should do. It tells you what you can and can't do at college. It also tells you what staff should do.

The really, really important things are:-

- **Our Ways of Working (WoW)** – you'll do lots of things while you're at City College Norwich, but our WoW will help you make sure you do them in the right way. Your tutor will tell you about these to help you when you are at college
- You agree to accept the **College's Rules, Regulations and Procedures for Students** by signing the **Learning Agreement**, you sign up to this when you enrol.
- You agree to be 100% in class, 100% on time and 100% on task. You agree to be at every class 100% of the time and to be on time and learn 100% of the time

The Staff

To make sure you get the best teaching in Norwich the staff will:

- 1 Deliver programmes which don't bore you, but do make you work hard, and make sure that you progress onto the next course, attend the University of your choice, or get the job you want. Plan lessons which don't bore you but make you work hard and help you progress
- 2 Make sure that you know what to expect when you go to work and that you develop skills an employer wants. Help you develop skills for work
- 3 Get other staff to help support you where it's necessary, but also when you need help, but give you to help yourself and rely less on support as you learn more to get more confident and independent.
- 4 Know their stuff; all staff know what they're talking about, want the best for you and will work hard to get you to take responsibility for your own success. Be good at their job so you can learn lots of new skills
- 5 Staff leading your course will:
 - make sure you know what you'll be learning early in your course;
 - know where you can find your timetable (it can change a lot so you need to check it regularly);
- 6 Make sure you know what you need to do to improve and check that you're doing it; and help you
 - make sure you attend classes 100% and turn up to classes on time, LATE IS LATE! (at work you get the sack if you don't turn up and are late all the time);
 - let you know how much your course is going to cost you (in some cases you may not have to pay);
- 7 Listen when you tell us what you think and do something about it, which might mean you need to do something different as well.
- 8 We'll talk to your parents or carers and listen to anyone who complains about

something they think we are doing wrong and try to sort things out to the advantage of all parties involved. if they are not happy about college and try to sort things out so you are happy.

- 9** Treat you as a young adult and respect your individuality, making sure that you do the best you can, even if it's tough sometimes and you find it hard. and want the best for you.
- 10** Make sure you are safe and that you know how to keep yourself safe and that you've always got someone to talk to.
- 11** Not put up with any sort of discrimination, bullying or just general unkindness.

The Students

As a student of City College Norwich you will:

1. Know what you can do and what you can't do, there are actually not many rules, but the rules there are, you need to stick to them:
 - Always do the best you can, try really hard ALL the time.
 - Listen to what staff tell you, they know what they're talking about.
 - Don't sit in the corridors.
 - Don't eat and/or drink anything other than water in classrooms and corridors.
 - Wear your student ID badge at ALL times; you would in the workplace.
2. Act like a responsible young adult, be nice to everyone; don't let yourself down by being silly.
3. Let us know if you need any extra help with ANYTHING!
4. Understand what you've signed up for and get on with it, doing the very best you can.
5. Make sure you attend your lessons on time ALL of the time; if you can't, let us know as soon as you know you're not going to be here or you're going to be late.
6. Try hard to have the best time at College by joining in with as much as possible, lots of this stuff will help you get a job ... and keep it.
7. Look after yourself (health & safety) and look after everyone else; act responsibly. Keep safe and Healthy. Look after your friends
8. Don't be a bully or discriminate be unkind against anyone and be kind at all times.
9. Take the time to talk to us and give us feedback so we can get things right for you.
10. Complete surveys and get involved in student feedback opportunities, when we ask you to, so we can improve your time here. Tell us about the brilliant things at college. Tell us if things are bad so we can try and make changes

The Students' Union

In its commitment to the student experience, City College Norwich Students' Union will: Helps make college a brilliant place and will:

1. Support you to ensure you receive so you have fair treatment and are aware of your rights and responsibilities.
2. Help prepare you for life in modern-day Britain.
3. Encourage you to participate in activities ask if you want to join in that will help improve your time at youenjoy college.
4. Let you know about Students' Union Executive positions that you can be nominated for. Xx tell you what the Student Union does and how you can join in
5. Assist you with academic and welfare problems. Xx Help you with your learning or happiness at college
6. Represent you and your voice at a local and national level. Listen to your ideas or changes you want to make at the college and try to make them happen.
7. Support active student/community engagement, especially with regard to combating anti-social behaviour; and provide a range of clubs and societies to enhance personal and professional development. V Provide lots of interesting things that you can be involved in.