



# North Kent College

## Higher Education Students' Charter

North Kent College's mission statement is “**To Excel and To Inspire**” through gaining excellent outcomes; providing inspirational teaching and learning; promoting excellent engagement; utilising inspirational staff; and providing excellent resources.

This charter has been jointly developed by our higher education staff and class representatives, and will be monitored and reviewed on a yearly basis.

### **North Kent College undertakes to:**

- encourage its employees to treat students and colleagues equally and respectfully; and
- promote good practice in teaching and learning.

### **North Kent College undertakes to provide:**

- High standards of teaching, support, advice and guidance.
- Staff that are adequately qualified through opportunities for CPD and further development.
- An environment that encourages equality and promotes diversity.
- An environment that is safe and allows effective learning to take place.
- Channels of guidance and support for students for academic and non-academic matters.
- Opportunities and support for student participation in academic development and programme management, including appointments of representatives.
- Information, guidance and support on finances and costs, including additional costs that are likely to be encountered when on a programme.

- Clear instructions to students and staff on where to access required information.
- Clear guidelines concerning disciplinary matters.
- Access to activities and resources that will enhance learning, employability and personal development.
- Access to relevant information and timely feedback to students on matters including complaints, appeals, policies, procedures, reviews, changes that affect students, academic and programme requirements.
- Effective methods of communication between students and staff, through which both parties can express their viewpoints and provide feedback on a whole range of issues.
- Facilities where HE students can socialise and meet other students.

**Students undertake to:**

- Treat staff and their fellow students equally and respectfully.
- Attend timetabled classes, induction activities, meetings and tutorial sessions, and other required events.
- Report unavoidable absences and episodes of lateness.
- Take responsibility for managing their own learning: actively engaging in their programme; ensuring they spend sufficient regular time in private study, and participating fully in group learning activities.
- Submit assessment work by stated deadlines.
- Take part in and be truthful in college feedback processes.
- Make prompt payment of charges made by the institution.
- Support programme representatives and participate in systems which will lead to improvements in the quality of learning and teaching.
- Respect the physical and virtual college environment.



**The Students' Representative Body undertakes to:**

- Actively gather feedback from other students relating to their programme and the institution.
- Provide adequate and accurate feedback to staff that is based upon viewpoints from a range of students.
- Inform other students of responses and feedback from staff, and changes to guidelines, procedures and policies.
- Support students to ensure they receive equal treatment and are aware of their rights and responsibilities.
- Support student participation in quality enhancement activities including the development and training of other programme representatives.
- Support student transition and progression.
- Promote the HE Student Charter to other students.

**David Gleed**  
**Principal**

**Lead Student Representative**