



INTERNAL PROCEDURE

Title: Student Charter

POLICY HOLDER:	Executive Manager
SMT OWNER:	Principal
VERSION NO:	1 (2019)
LAST REVIEWED:	August 2019

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 College's marketing team on 01603 773 169.

Further information: If you have any queries about this policy or procedure, please contact the named policy holder or the College's marketing team on 01603 773 169.

Amendments log

Review date	Version	Changes	Originated by	Approval
August 2019	1		Jacky Sturman	Exec

City College Norwich Student Charter

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

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.

The really, really important things are: -

- Our **Ways of Working (WoW)** – You'll do lots of things whilst you're at City College Norwich; our WoW will help you do them in the right way.
- You agree to accept the **College's Rules, Regulations and Procedures for Students** by signing the **Learning Agreement**; you signed this when you enrolled.
- You agree to be 100% in class, 100% on time and 100% on task.

The Staff

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

1. Plan and deliver programmes which don't bore you but do make you work hard, and make sure that you progress, attend the University of your choice, or get the job you want.
2. Help you develop the work skills an employer wants and make sure that you know what to expect when you go to work.
3. Support you when you need help. Help you to help yourself and become more confident and independent.
4. Work hard to get you to take responsibility for your own success. Staff know their stuff; they know what they're talking about and they want the best for you.
5. Make sure you know what you'll be learning at the beginning of your course. They will make sure you 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 them what you think and do something about it, which might mean you need to do something different as well.
8. Talk to your parents or carers and listen to anyone who thinks we are doing something wrong; sort things out so that everyone is happy with the outcome.
9. Treat you as a young adult and respect your individuality, helping you to do the best you can, even if it's tough sometimes and you find it hard.
10. Make sure you are safe and that you know how to keep yourself and others safe.
11. Not put up with any sort of discrimination, bullying, banter or just general unkindness.

The Students

As a student of City College Norwich you will: -

1. Know what you can and what you can't do. There are not many rules, but you must stick to the rules that are in place, which include: -
 - Wear your student ID badge at ALL times; you would in the workplace.
 - 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; we have partially sighted and non-able-bodied students and staff who might need to get past you. Corridors are an escape route in the case of an emergency.
 - Don't eat and/or drink anything other than water in classrooms and corridors.
 - Respect the areas of the College where you can eat and drink.
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, keep safe and be healthy. Look out for the welfare of others.
8. Don't be a bully, discriminate or be unkind against anyone, be kind at all times.
9. Don't use 'banter' as an excuse for making an unkind comment; this is bullying!
10. Take the time to talk to staff and give them feedback so they can get things right for you.
11. Attend Student Forum meetings and use every opportunity (such as completing online surveys) to give your valued feedback. Tell us about the brilliant things that are happening at the College and where we can make improvements.

The Students' Union

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

1. Support you to ensure you receive fair treatment and are aware of your rights and responsibilities as a student.
2. Help prepare you for life in modern-day Britain.
3. Encourage you to participate in activities which will help you enjoy your time at College.
4. Tell you what the Students' Union does and how you can join in with College life.
5. Let you know about Students' Union Executive Officer and Student Governor positions so that you can be nominated for them and gain valuable experience for your CV or UCAS reference.
6. Help you get the right information to assist you with your academic studies and your wellbeing.
7. Represent you and your voice at a local and national level. Listen to your ideas and/or changes you want to make to College life and help make them happen.
8. Support active student community engagement, especially with regard to combating anti-social behavior and provide a range of clubs and societies to enhance personal and professional development.