

# COLLEGE CHARTER

The College Charter sets out your entitlements and responsibilities as a student. Copies are available from the Registry and Learner Services.

## **Mission**

Bradford College's Mission is: To help students from the region, nationally and internationally, achieve their potential and make a rewarding contribution to their own communities

Bradford College wants to provide quality service for you. In order to achieve this we must understand and agree what you can expect from us and what we can expect from you.

## **You are entitled to expect:**

- reliable, accurate and helpful advice to help you choose the right course for your needs;
- prompt, fair and efficient response to your application;
- effective, satisfactory and supportive arrangements for teaching, training and learning;
- information and advice on the College's Learning Support Service for students with disabilities;
- to take part in College decision making with students on Course Committees and the Student Union;
- opportunities to express your views about any aspect of College provision;
- prompt response to any complaint through access to the College Complaints Procedures;
- information about and access to the College Academic Appeals Procedure;
- access to a safe, pleasant and supportive learning and social environment;
- general information about the services available to students;
- clear and accurate information about College regulations, your course requirements and the costs;
- to feel satisfied with your course and be assured about your progression;
- equal opportunity for access to education and training;
- active implementation of our policies which seek to combat inequality and discrimination;
- to publish our results, our standards and how well we live up to them.

### **In return we expect you:**

- to work with your tutors and fellow students to achieve the best you can;
- to undertake to comply with the College and course regulations and requirements in respect of health and safety conduct and behaviour, attendance, punctuality and submission of work ;
- to provide us with honest and accurate information about yourself and your experience at Bradford College;
- to behave with care and consideration for other people using College facilities and respect rights and feelings;
- to ensure that your conduct encourages equal opportunities and does not discriminate against any other student or member of staff on the grounds of race, gender, disability, age or sexual orientation.  
**NB** Failure to meet these essential requirements may lead to disciplinary action

### **In order to provide an effective service, we also need you to:**

Display your College ID Card.

Notify your course tutor in the case of absence or illness or alert them to any difficulties you are experiencing at College.

Use the systems in place to offer your views and to inform College of any shortcomings in its services, including the provision of accommodation, health and safety or the quality of course and learning support.

Ensure that you are fully aware of all the costs and financial requirements of your course.

Make use of the services provided by the College and the Students Union.

### **If you are not satisfied:**

Your first action is to tell the person concerned what your complaint is, so that the problem can be resolved if at all possible.

You could inform your course tutor, personal tutor or staff from Learner Services or Students Union or International Office who will advise you on the most appropriate course of action. Assistance is also available from the Quality and Improvement Unit where you will also find the Equality and Diversity Manager.

You can ask your Student Information Desk, Programme Manager, Assistant Director, Learner Services, Students Unions, or the College Registrar for copies of the full procedures for making complaints. The Assistant Director for Quality Improvement and Performance has responsibility for co-ordinating the complaints procedures.

You can expect a prompt response to any complaint: within 10 days you should receive an acknowledgement of your complaint and be informed how your complaint will be handled and the time involved, if it is a complicated matter.