

Warnborough College Student Charter

1. Introduction

- a) This Charter sets out details of our continuing commitment to provide high standards of service to everyone using our services and facilities. It is written in accordance to the Quality Policy of Warnborough College.
- b) Warnborough has maintained a clear sense of purpose and identity since 1973, when it first formulated its objective of making advanced study at a high standard available to everyone, in a welcoming environment. In line with this tradition, our objective is to continue providing high quality part-time and full-time adult education, working in all our programmes and activities to achieve standards of excellence.
- c) This Charter outlines what you can expect from Warnborough, what Warnborough expects from you and what you can do if something goes wrong.
- d) Warnborough will strive to perform in accordance with the contents of this Charter but the commitments contained are expressions of intent and not legally binding obligations.

2. What you can expect from Warnborough

Warnborough undertakes to:

- a) work in accordance with its published Equal Opportunities policy, treating each student with respect and valuing each as an individual;
- b) provide high quality programmes of study delivered in an effective, flexible, student-centred and well-planned manner;
- c) Provide information on all aspects of Warnborough, its services and learning programmes;
- d) Respect the learning objectives of each student, listen to what you say and help you to achieve your goals;
- e) Offer additional help and support if you have a disability or require learning support;
- f) Regularly monitor the courses and teaching offered, updating them as appropriate;
- g) Provide adequate learning resources to support your study;
- h) Offer follow-up guidance and information on the completion of a course; and
- i) Strive to provide a learning environment (whether physical or virtual) that is welcoming, safe, clean and appropriate to your needs.

3. What we expect of you

- a) You are required to sign a declaration on enrolment that you will comply with all Warnborough rules and regulations.
- b) You are expected to:
 - i) use Warnborough facilities and behave in an acceptable and considerate manner which respects the needs and aspirations of others to learn, teach and work within the community of Warnborough;
 - ii) respect the property of Warnborough and of its staff, tenants, other students and visitors;
 - iii) support staff and other students in the maintenance of a clean, safe and tidy environment throughout Warnborough;
 - iv) take responsibility for your learning; attending classes and other events at which you are scheduled to attend, regularly and punctually; and approaching your studies in such a way as to gain maximum benefit and achievement;
 - v) inform the appropriate member of staff as soon as practicable if for any reason you are unable to attend a lesson or other scheduled event
 - vi) pay all tuition fees and all other charges promptly;
 - vii) maintain and enhance the ethos and reputation of Warnborough at all times.
- c) Any breaches of the above expectations may result in you being excluded or prohibited from Warnborough premises.

4. Information

- a) Information and documents available at Warnborough Office(s) and/or website include:

- i) a course guide setting out course programmes, specifying qualifications or examinations offered and student facilities available;
 - ii) details of services and facilities designed to support teaching and learning, showing access information and rules of use;
 - iii) an information form for each course, giving fuller details of entry requirements, course content, learning outcomes and assessment procedures;
 - iv) Warnborough policies and procedures, including Handbooks for faculty and students.
- b) In providing the above, Warnborough tries to cater, as far as possible, for the needs of all users of Warnborough facilities.

5. Admissions

- a) Enrolment procedures and admission arrangements are published each year in Warnborough's catalogues, prospectuses, website, and Student Handbook. Application for admission to any of Warnborough's courses will be dealt with fairly and efficiently, in accordance with these arrangements.
- b) We aim to deal with all personal and telephone admissions inquiries within fifteen minutes of the student contacting an admissions officer, or within three working days of our receiving an admissions inquiry or enrolment by e-mail, post or fax.

6. Fees

- a) The Student Handbook and each prospectus set out Warnborough policy on fees and the criteria of eligibility for their reduction or remission.
- b) The Student Handbook sets out Warnborough policies on charging for such additional matters as examination fees, materials, models, ingredients, visits and childcare. Relevant charges are indicated during guidance and enrolment sessions and/or at the first meeting of the course.
- c) Requests for special fee payment arrangements for students who are experiencing hardship and/or financial assistance are considered by the Vice-President of Administration.

7. Teaching and Learning

- a) Through its Academic Board(s), which includes staff and student representation, Warnborough keeps under review the quality of its teaching, the relevance of the qualifications it offers and the value of its teaching programme.
- b) Warnborough reviews annually its procedures for the validation, review, monitoring and approval of courses.
- c) Through staff development and appraisal, faculty monitoring procedures and special training programmes, all staff are encouraged and assisted to improve the quality of their performance.
- d) The Director of each Faculty, acting as a link with Warnborough management, is responsible for undertaking a programme of class visits, monitoring attendance records and ensuring compliance with course expectations and requirements.
- e) Each Faculty holds regular staff meetings and members of the Management Team are available to attend them on request. Tutors have the opportunity to consult their Faculty Director individually.
- f) Students are warmly encouraged to make their views known to Warnborough via various forms of feedback mechanisms and representation at official meetings.
- g) All staff are expected to carry out their duties punctually and efficiently and to observe health and safety regulations.
- h) Tutors are also expected to:
 - i) Keep up to date in their subject and in developments in teaching
 - ii) Provide course information and a scheme of work for each course;
 - iii) Maintain a learning environment and ambience suitable for adults;
 - iv) Carry out Warnborough's Registration and administrative requirements;
 - v) Provide advice, information and learning support as appropriate;
 - vi) Participate in the monitoring and evaluation of Warnborough's learning programmes; and
 - vii) Respect the confidentiality of any information gained in the course of their employment.

8. Guidance and Counselling

- a) Before, or at the beginning of a course, Warnborough ensures that appropriate advice and information are available to students on the following points:
 - i) the implications of the student's choice of a course and its suitability,
 - ii) any entry requirements and what is expected of students attending the course;
 - iii) any examination(s) to be taken and related deadlines;
 - iv) Warnborough rules and procedures, as set out in the Student Handbook;
 - v) alternative and complementary programmes of study; and
 - vi) the range of practical, educational and financial support Warnborough can offer, including conditions of eligibility for such support as set out in the Student Handbook.
- b) At the start of each academic year, Warnborough designates a number of days as Special Enrolment and Advice Days when prospective students can receive specialist advice, undertake an assessment if appropriate, and obtain individual guidance and counselling. During term time, each Faculty Director is available to give individual guidance, counselling, advice and information.

9. Equal Opportunities

- a) Warnborough is committed to a policy of equal opportunities for students, staff and by everyone who uses its facilities. Each one of these is in turn bound by that policy and is responsible for implementing it and abiding by its rules and procedures.
- b) The Vice-President chairs the Equal Opportunities Committee which reports to the Senate, and he is responsible for seeing that equal opportunities policies and procedures are fully implemented. Students and academic and administrative staff are represented on this Committee, and can raise issues through these representatives.
- c) Warnborough is committed in its strategic planning to give priority to the needs of under-represented and disadvantaged groups, and to take appropriate steps to remove any discriminatory practices and procedures. In particular, Warnborough recognises that parts of its buildings are, at present, inaccessible to wheelchairs and improving access is part of its accommodation strategy for the next five years.

10. Relations with Employers

- a) Continuing efforts are made to locate within Canterbury, London and other parts of England and throughout the world, with employers who have an interest in the specialist services offered by Warnborough. We have compiled a list, regularly updated, of these employers and we are doing our best to work more closely with them.
- b) Warnborough does not guarantee employment to or for any student before, during or after an academic programme.

11. Complaints

- a) If, for whatever reason, something goes wrong and you consider you were unfairly treated, Warnborough undertakes to investigate your complaint thoroughly, to offer an explanation and to put things right where we can.
- b) Warnborough would hope that all complaints would be resolved informally. If, however, you remain dissatisfied, Warnborough has a formal complaints procedure which may be invoked.
- c) Copies of Warnborough's complaints procedures, which are reviewed annually, are available from Warnborough Office or the Student Handbook.

12. Questions

If you have any questions about any of the information contained in this Charter or your rights as a student, please free to contact the Student Welfare Officer on (01227) 762 107 or write to:

Warnborough College UK
Warnborough House
8 Vernon Place
Canterbury
Kent CT1 3WH
United Kingdom

Alternatively, you can email info@warnborough.ac.uk