



Higher Education Programmes Student Charter 2024 - 25

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Our mission at University Studies at West Suffolk College is to provide outstanding education for students throughout our community for them to become both fulfilled and play their part in being the drivers of our region's economy.

Our vision is to be the centre of a hub of outstanding education and training in East Anglia by working in a wide collaborative network, creating coherent provision across the region. The mission and vision are reflected below in our aims.

The aim for University Studies at West Suffolk College is to meet the social and employability ambitions of the local and wider regional community and to provide a distinctive environment for studying for a higher education qualification in Eastern Education Group where the success and employability of our students is 'at the heart of everything we do'.

For our higher education students, University Studies at West Suffolk College will provide opportunities for long term connectivity between student and employer:

- We will encourage employers to engage with students as enthusiastic and inspiring role models and mentors.
- We will work with employers to provide opportunity for our students to engage in real life working projects, internships or work experiences that will provide significant opportunities for careers and business connections.
- We will provide an environment of learning which is based on vocational expertise and facilities to provide practical skills development alongside the theoretical underpinning knowledge.
- Learning will be in practical and classroom environments, with small group teaching and opportunities for extensive support from pedagogical and vocational experts.
- Learning will be supportive whilst academically challenging.

Our programmes will be designed to stimulate and inspire students from all age groups looking for an opening to a career whilst also attracting local leisure students who are studying for fun and intellectual stimulation rather than for employment purposes.

The 'Three Pillars' ethos of West Suffolk College underpins our support for all students by providing generic transferable skills, identified as key to successful employment. This whole College ethos is embedded into the student experience and reinforced through an embedded programme of employability and work-related opportunities with suitable and relevant employers.

To achieve these aims and the vision of University Studies at West Suffolk College a Student Charter has been drawn up jointly by University Studies and the Students' representatives. It reflects shared values and outlines the expectations of all partners in this academic relationship.

University Studies at West Suffolk Studies commits to ensuring,

- its staff demonstrate high standards of professional conduct.
- students are respected as partners in the University Studies community.
- students are treated professionally.
- equality of opportunity and support for all students.
- it will work with students to shape their experience.

University Studies at West Suffolk Studies commits to providing:

- high quality teaching, support, advice, and guidance.
- access to opportunities will develop graduate skills and enhance personal development and employability skills.
- access to support services for learning and skills development, welfare and pastoral needs, finance, and careers.
- access to a comprehensive library with a mix of physical and online resources and excellent IT facilities.
- involvement in academic and programme development through student representatives.

University Studies at West Suffolk Studies will provide students with:

- details of fees and additional costs for programmes together with payment deadlines and options.
- information through course handbook, policies or procedures outlining expectations of professional participation, contact hours and attendance; details of course delivery, assessment strategies, examination arrangements and regulations and assessment criteria; academic guidance and support, and appeals and complaints procedures.
- policy on timeframes for feedback for submitted work.
- advanced notice (within a set time frame) for planned changes to the timetable and curriculum.

Students at University Studies at West Suffolk College agree to:

- maintain high standards of personal conduct both in their interactions with staff and peers at University Studies and within the community of University Studies at West Suffolk College.
- treat staff and peers with respect.
- attend induction events, tutorials with teaching staff and support staff as required or needed.
- comply with the expectations, policies, and procedures of University Studies
- attend all timetabled sessions and positively participate all learning activities.
- take responsibility for their own learning and commit to sufficient private study.
- keep tutors and personal support staff informed when there is a need for essential absence.
- submit assessed work by stated deadlines, develop skills and evidence of learning from feedback.

- participate in opportunities to develop and improve the provision by becoming a student representative or supporting those who are student representatives and constructively completing feedback forms.
- respect the facilities and resources at University Studies at West Suffolk College.