

Student Charter

Solihull College & University Centre (SCUC) seeks to provide high quality education and training for individuals, employers and the community. As such, our provision is designed to be up to date, flexible, accessible and responsive to all our customer's needs, serving over 10,000 full and part time students across two main campuses and on work based programmes. Solihull College & University Centre provides excellent facilities for study and aims to provide our students with an outstanding learning experience.

This charter outlines what this means for our staff, students/ trainees and partners. It is not a legally binding contract and is not a finite statement of the rights and responsibilities of Solihull College & University Centre or its students. All students and staff should familiarise themselves with our policies and procedures as they pertain to College/ University Centre life.

Solihull College & University Centre will continue to treat all students and employees with respect and dignity, and seek to provide a positive working and learning environment free from discrimination, harassment or victimisation.

Solihull College & University Centre undertakes to provide clear, accurate and impartial information, as follows (pre-enrolment):

- Online via the College website and the UCAS course directory.
- Full-time applications to Higher Education (HE) courses to include Higher National Diplomas (HNDs), Foundation Degrees or Honours Degrees will be made through the Universities and Colleges Admissions Service (UCAS). All HE applicants will be invited for an interview.
- On receipt of your application, an interview will be arranged and a letter sent within 7 days. All interviews for full-time courses will take place within 4 weeks of us receiving an application
- At your interview we will discuss the course content, entry requirements, your achievement and progress to date and what support you can expect from us during your time at Solihull College & university Centre.

- Course costs, payment options and deadlines, and an estimate of necessary additional costs.
- Solihull College & University Centre welcomes applications from students who have a specific learning need (learning difficulty or disability). We are able to provide support at the interview and a member of the Additional Needs Team will be there to discuss the course with you and to identify any specific equipment or specialist support needs. Advice will be given regarding the application for DSA (Disabled Student's Allowance)
- Opportunities we give you to enjoy your time at Solihull College & University Centre.

Solihull College & University Centre undertakes to provide (post enrolment):

- High quality teaching and learning, support, advice and guidance
- Direct access to our Careers Officers, Student Finance Officers, Student Welfare, Counselling and Student Accommodation. Online information will be available via our Student Information Hub
- Access to activities that will enhance employability and personal development.
- clearly defined access to library, open access/ IT
- Student voice opportunities by becoming a member of the Student Voice Executive, elected Student Representative or Student Governor, student representation at staff interviews
- Membership of The National Students Union
- Volunteering opportunities to support the Student Enrichment Team with enrichment activities College societies and sports teams, to enhance personal development and employability
- Membership of Solihull College & University Centre societies and sports teams
- Student participation in the Programme Quality Board for annual academic and quality review of courses

Solihull College & University Centre undertakes to provide the following on course:

- An induction to the course and Solihull College & University centre
- A course handbook detailing course content, assessment criteria, contact hours, examination arrangements and regulations, academic guidance and support,

appeals procedure, complaints procedure, plagiarism, deadlines, mitigating circumstances.

- Peer support through our volunteer systems for students wishing to make a complaint
- Timely notification of timetabling changes or altered arrangements pertaining to course delivery
- Access to activities that will enhance employability and personal development.
- Support for student participation in academic development and programme management, including elections of representatives.
- Regular continuing professional development for its staff.

Solihull College & University Centre students undertake to:

- Be responsible for your learning: prepared and ready to study showing commitment and a positive attitude
- Attend regularly and punctually – 100% is your target – and inform us if you can't attend
- Complete all coursework and/or assignments on time and as well as you can
- Meet your tutor regularly to discuss and review your progress
- Attend all exams (as appropriate)
- Pay promptly any charges made by Solihull College & University Centre
- Observe all of Solihull College & University Centre's policies and procedures as explained in your induction, on the Student Information Hub and on MOODLE
- Wear your ID at all times
- Co-operate with members of staff and students, inside and outside of the classroom
- Be polite and respectful to staff and to other students
- Switch off and put away mobile devices unless, at the agreement of the tutor, these are in use for learning purposes
- If you smoke cigarettes including e cigarettes, then do so only in designated areas
- Follow our rules and the law; do not bring in, consume or sell alcohol or illegal drugs
- Take care to behave in a way that will help us to keep Solihull College & University Centre a safe learning environment

- Make use of the services and facilities we provide
- Make use of the opportunities we give you to enjoy your time at Solihull College & University Centre.

After the course successful students will be invited to join us at the Solihull College & University centre awards ceremony to celebrate their success.

Full copies of Solihull College & University Centre Charter can be obtained on the Student Information Hub or at the information desk in Student Services.