

COLLEGE CHARTER FOR STUDENTS

The College of West Anglia is committed to providing outstanding learning experiences for our students. We regularly review all aspects of our operations to ensure that no one is disadvantaged. We promote respect and tolerance at every opportunity. We treat all individuals fairly, with dignity and respect and aim to provide a safe, supporting, welcoming and inclusive environment. We expect students to assist in ensuring the college environment is safe and will not tolerate unacceptable or disrespectful behaviour.

The college will ensure that appropriate information, advice and support is provided to all, from initial contact and application through to enrolment and study.

Whilst studying with us, we will ensure you have the best possible opportunities to succeed and progress. We do this with:

- High quality learning experiences
- Regular and constructive advice and feedback on your performance
- Assessed work, completed in a timely manner (within 15 working days, wherever possible)
- Information and advice on a range of course-related services such as transport, finance and accommodation
- Information, advice and pastoral support for students on a wide range of matters including referral to external services such as counselling, housing, health, etc.
- Access to additional support if you have a learning difficulty or disability
- Access to high quality advice and guidance to support your next steps into a career or higher education

In return, we ask that you:

- Treat all members of the college community with kindness and respect
- Show tolerance for others, respecting differences in our diverse college community, particularly in regard to physical and academic abilities, appearance, race, religion, sexuality and political views
- Wear your student lanyard visibly on campus and treat your learning environment with respect
- Participate fully in your learning, attend lessons regularly and punctually, and work hard to achieve your best
- Act as an ambassador for the college internally and externally, particularly on trips or as part of your work experience
- Abide by the Code of Behaviour for Students

We are committed to continually improving our standards and performance, and:

- Regularly seek feedback from staff, students and employers, acting appropriately on identified issues
- Encourage and respond in a timely way to comments, suggestions, complaints and compliments
- Publish our standards of performance annually

We encourage you to raise any concerns about your studies, course or the college with tutors, class representatives, support staff or by email to studentvoice@cwa.ac.uk.