

<b>Policy/procedure title</b>	Student Charter & Code of Behaviour		
<b>Review Cycle</b> *Please specify	1 year	<b>Responsible Department</b>	LRC & Student Voice
<b>Procedure Owner</b> *overall responsibility	Head of Learner Experience		
<b>Responsible Person</b> (if different to above) *responsibility for communicating changes and staff training where appropriate	Heads of Faculty/Department		
<b>Types of provision this procedure applies to:</b> (delete as appropriate)	14-16 Study Programmes 19+ Apprenticeships Higher Education		
<b>Revision Record</b>			
<b>Rev. No.</b>	<b>Date of Issue</b>	<b>Details and purpose of Revision:</b>	
1	April 2024	New Procedure	

### Equality Impact Assessment

Whenever a policy is reviewed or changed, it's impact assessment also must be updated. The Equality Act 2010 seeks to simplify discrimination law and introduced statutory duties to promote equality whereby The College of West Anglia must, in the exercise of its functions, pay due regard to the need to promote equality in relation to the protected characteristics.

**Could any staff or students be adversely impacted by this policy/process? If yes give details and how this will be mitigated:**

<b>Date</b>	<b>Action and Monitoring:</b>
April 2024	No Actions

### E, D & I Statement

This procedure has been reviewed in line with the Equality Act 2010 which recognises the following categories of individual as Protected Characteristics: Age, Gender Reassignment., Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex (gender), Sexual Orientation and Disability. We will continue to monitor this procedure to ensure that it allows equal access and does not discriminate against any individual or group of people.

# Student Charter & Code of Behaviour

## Introduction

The Student Charter and Code of Behaviour have been developed in collaboration with students and are reviewed at least annually by student representatives.

As members of our college community, you can contribute to this through our student voice mechanisms (e.g. Student Council). We encourage you to raise any ideas, suggestions or concerns about any aspect of your college experience with your class representatives, college staff or by email to [studentvoice@cwa.ac.uk](mailto:studentvoice@cwa.ac.uk) or via the suggestion box on LEARN.

Students on Open University Collaborative Provision programmes have responsibilities under this charter and can expect the same commitment from the partner institution. They should also be aware of [The Open University's Student Charter](#) which sets out the mutual expectations for students and staff as members of the OU Community. If you need any help or advice, please contact [studentvoice@cwa.ac.uk](mailto:studentvoice@cwa.ac.uk) in the first instance.

## Student Charter

The College of West Anglia (CWA) strives to provide outstanding learning experiences for our students in a welcoming, supportive and inclusive environment that promotes respect, tolerance and diversity. All members of the college community are expected to assist in creating and maintaining this.

As a CWA student, you can expect from us:

- Appropriate information, advice, guidance and support at all stages of your learning journey with us: during initial contact and the admissions process, on your programme of study and in preparation for progression to further study and/or employment. [Further details available here.](#)

- Access to appropriate additional support for any identified learning support needs, disability or long term health condition [Further details available here](#). You can also expect the college to make reasonable adjustments to accommodate your needs as set out in our [Reasonable Adjustments Policy](#).
- An induction programme appropriate to the course to support a smooth transition onto your programme of study.
- Teaching and learning experiences that support you to develop your knowledge and skills and successfully complete your programme of study.
- Regular and constructive advice and feedback on your performance and assessment as described in the [Teaching, Learning and Assessment Strategy](#).
- Opportunities to develop social and employability skills and behaviours.
- [Advice and support](#) on how to get the most from the college's learning resources.
- Access to information, advice and pastoral support on a wide range of wellbeing and welfare matters, including referral to specialist external services such as counselling and mental health support. [Further details available here](#).
- Access to information and advice on a range of course-related services such as transport, finance and accommodation. [Further details available here](#)
- To be treated with courtesy, respect and tolerance by members of the college community, and for your right to hold and express appropriately different beliefs and views to be respected.

In return, we expect you to:

- Abide by the Code of Behaviour for Students (see below).
- Treat others with courtesy, respect and tolerance, respecting the rights of individuals to hold different beliefs and views and to express them appropriately.
- Engage with your learning programme by attending lessons regularly and punctually, and actively participating in learning activities in line with the Code

of Behaviour for Students (see below)

- Wear lanyards visibly on campus and treat the environment with respect.
- Follow all health & safety procedures in college and work placement environments.

## CWA Code of Behaviour for Students 2023-24

We want everyone to be able to learn and study in a safe, inclusive environment, where individuals feel comfortable to be themselves and interact positively with each other.

The Code of Behaviour for Students applies to all\* students and sets out the general behaviour expectations for all students to help create and maintain a safe, welcoming and inclusive environment which supports you to thrive and fulfil your potential. It has been developed to align and should be read in conjunction with the [Student Behaviour Policy](#) and the [Equality, Diversity & Inclusion Policy](#)

We expect you to:

- Treat others with kindness, respect and fairness.
- Respect the college environment and other people's property. This includes college buildings and facilities as well as external property (e.g., work placement premises).
- Act as an ambassador for the college in and out of college, particularly on trips or as part of your work experience placement.
- Dress appropriately at college (including during online sessions) and not wear clothing that may offend, antagonise or make others feel uncomfortable. This would include clothing which is overly-revealing (e.g. exposing underwear) and clothing with discriminatory, explicit or sexual slogans or images. Clothing or headwear that obscures the face should not normally be worn on college premises, particularly indoors. We support the wearing of clothing for religious purposes.
- Always wear your lanyard with ID card visible.
- Wear the correct safety clothing and/or uniform for your course and follow the health and safety rules in each area.
- Smoke or vape only in designated areas; smoking and vaping are strictly forbidden inside all college buildings.
- Take your learning seriously and do your best in all aspects of your course.

- Be punctual and attend all your timetabled sessions.
- Take an active part in class and complete all homework and assignments on time.
- Engage in class discussions but share your views respectfully and listen to the views of others with tolerance. Always bear in mind how what you say might make others feel.

You must not:

- Use inappropriate or offensive language or engage in harassing or bullying behaviour. Discrimination against someone on the basis of any of the Protected Characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy, race, religion or belief, sex and sexual orientation) will not be tolerated.
- Engage in disruptive behaviour or disturb others' learning in class; this includes not using mobile phones unless agreed with your teacher in relation to your studies.
- Record audio or video of lessons, other students or staff without permission.
- Consume or carry alcohol or illegal drugs on college premises, and never attend college whilst under the influence of these.
- Carry or bring onto college premises weapons of any kind.

Breaches of any of the above behaviours will be dealt with in accordance with the [Student Behaviour Policy](#). Where behaviour may also be considered criminal or dangerous in nature this may also be reported to the relevant authorities.

CWA takes a zero-tolerance approach to all forms of abuse, especially sexually abusive behaviour, harassment and violence. This also includes abusive and controlling behaviour within relationships, online abuse and bullying. You can be confident in reporting any such incidents to the [college safeguarding team](#); these will be taken seriously and dealt with quickly and confidentially.

This Student Charter and Code of Behaviour has been reviewed in line with the Equality Act 2010 which recognises the following categories of individual as Protected Characteristics: Age, Gender Reassignment., Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex (gender), Sexual Orientation and Disability. We will continue to monitor this procedure to ensure that it allows equal access and does not discriminate against any individual or group of people.

\*Students on Open University Collaborative Provision programmes are required to follow this code, relating to their interactions at this institution in addition to the relevant OU policies, as outlined in your Conditions of Registration. Students should ensure they have also read and understood The Open University [Code of Practice for Student Discipline](#) which defines conduct which the university considers an offence. If you need any help or advice, please contact the college Student Services team in the first instance.