



Tameside College HE College Charter

2023/24

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If you require this document in an alternative format, please contact Helen Booth

helen.booth@tameside.ac.uk [0161 908 6763]

Contents

Introduction	3
Scope.....	3
Our Commitment to you.....	3
Academic Experience	3
Fair Policies & Procedures	4
Working Together to provide Accessible Learning & Support.....	4
Value and Respect Each Other and Provide an Inclusive Community.....	4
Communication & Upfront information	4
Act with Integrity	5
What we expect from you	5
Academic Experience	5
Attendance.....	6
Communication.....	6
Respectful Behaviour	6
Further Information	6
Equality, Diversity, and Inclusion statement	7
Related documents	7

Introduction

As a student (you) at Tameside College (we), we believe that there are certain commitments we should make to you, as well as the expectations we will have of you in return. These commitments help us to ensure that you are treated fairly and provide you with every opportunity to succeed. Our HE College Charter sets out in detail what we will undertake to provide you with a fulfilling learning experience.

Scope

This document is for Higher Education (HE) students (prospective, enrolled and current) studying a HE courses. This Charter sits alongside other policies and procedures, including but not limited to:

- [HE Terms and Conditions](#)
- [HE Customer Care Policy](#)
- [Acceptable Behaviour policy.](#)
- [Attendance Policy](#)

Note for partnership Universities, these students need to read their charter also.

Our Commitment to you

In line with our college values and behaviours we are committed to:

Academic Experience

- Delivering high-quality education that meets industry standards and prepares you for your future endeavours. Our courses are designed and delivered by experienced professionals who are passionate about teaching and dedicated to your development.
- Ensure students develop knowledge, professional and personal skills, character and independence
- Know and understand our student needs and deliver engaging learning activities
- Provide high quality feedback aiming to support student progress
- Foster a learning organisation where all leaders, staff and learners:
 - have high aspirations, develop skills and share knowledge
 - continually improve through reflection and learn from mistakes
 - embrace innovation and try new things

Fair Policies & Procedures

- We will strive to maintain fair and transparent policies and procedures that govern your student journey. Our policies are regularly reviewed and updated to align with best practices and ensure that you are treated equitably and fairly.

Working Together to provide Accessible Learning & Support

- We believe in creating an inclusive learning environment where every student had equal opportunities to succeed. This starts at the point of application and continues through to your completion of your studies with us. We are committed to providing accessible learning resources and [Student Services](#) to meet your learning needs.
- Our priority is your success, and our course leaders and support teams are here to help you along the way. Our dedicated staff are available to provide guidance and advice to help you overcome any challenges you may encounter during your student journey at the college.
- We will ensure that provision is available to support reasonable adjustments to students that require them from pre-application stage through to the end of your student journey with us. Please refer to the SEND Policy (see related documents) for more information.

Value and Respect Each Other and Provide an Inclusive Community

- We are committed to maintaining a safe, respectful, and inclusive community where all students feel welcome and valued. We strive to recognise and reward excellent performance and behaviour
- Our policies are placed to prevent discrimination, harassment and bullying and we encourage staff and students to work together to foster positive interactions.
- We value diversity, anticipate, and challenge inequalities, and commit to being an anti-racist, anti-discriminatory, accessible, and inclusive college, so all feel a sense of belong recognise and reward excellent performance and behaviour

Communication & Upfront information

- We are committed to ensuring clear and effective communication from point of application right through to the completion of your course with us and beyond.
- Provide timely clear and detailed information about your learning programme from initial point of contact via our website and other source materials (e.g., prospectus).

- Ensure that we provide clear and accurate material information on our website and communicate material changes to you via email and through your course lead.
- Clear information on student finance and the costs of studying as well as, for those in need of assistance, clear information about the available student support services [Student Services](#).
- Access to effective and timely student feedback mechanisms, including student representation, enabling you to be involved in the management and development of your learning programme and Tameside College as a whole.

Act with Integrity

- put the student community needs at the heart of decision making
- develop and maintain professional relationships based on trust and fairness
- resolve conflict and supportively challenge inappropriate behaviour
- act and make decisions in an open and transparent manner

What we expect from you

Uphold the college values and behaviours by:

Academic Experience

- Carry out your academic studies in an ethical, diligent, and responsible manner by taking the initiative to develop the skills needed to become a successful and knowledgeable student.
- Taking responsibility for your work and managing your time.
- Maintain digital safety and use technology devices responsibly and in accordance with our Acceptable Use of IT Policy (see related documents). You should refrain from engaging in any activities that may disrupt the learning environment or infringe upon the rights of others.
- You are expected to uphold academic integrity by submitting your own work and giving proper credit to sources used in assignments or projects. Plagiarism or cheating in any form is prohibited and steps will be taken following the Academic Misconduct Policy (see related documents).

- You should manage your time effectively by completing your work by the designated deadline. You should utilise resources provided to enhance your time management skills.
- Engage with the college's learning experience, including participating in your lessons, and submission of your work and assessments in line with the HE Terms and Conditions, Attendance Policy, and HE Extenuating Circumstances Policy (see related documents).

Attendance

- We expect you to attend classes regularly, actively participate in discussions and engage in all learning activities. Consistent attendance demonstrates your dedication to your education and allows you to grasp the full scope of the course content.

Communication

- Respond to college communications in a timely, clear, and courteous manner.
- Contacting the college at the earliest opportunity if there is an issue that may impact upon your studies and to seek advice where appropriate from relevant support services.

Respectful Behaviour

- We expect you to treat all course leaders, fellow students and staff members with respect and courtesy. You are expected to work together with staff and fellow students to maintain a positive and inclusive learning environment free from any form of discrimination or harassment.
- You should familiarise yourself with and follow all policies and procedures, including Acceptable Behaviour Policy, Safeguarding Policy, and Academic Misconduct Policy (see related documents).

Further Information

If you require further information regarding the College Charter please contact: Victoria Birchwood, Head of Higher Education, victoria.birchwood@tameside.ac.uk

Equality, Diversity, and Inclusion statement

Policies are inclusive of all Tameside College Students, Learners, Enquirers and Alumni, regardless of age, civil status, dependency or caring status, care experience, disability, family status, gender, gender identity, gender reassignment, marital status, marriage and civil partnerships, membership of the Traveller community, political opinion, pregnancy and maternity, race, religion or belief, socio-economic background, sex, sexual orientation, or trades union membership status.

Related documents

[HE Extensions and Extenuating Circumstances Policy](#)

[Learning Support and SEND Policy](#)

[HE Customer Care Policy](#)

[HE Academic Appeals Policy and Procedure](#)

[HE College Charter](#)

[HE Terms and Conditions](#)

HE [Acceptable Behaviour policy](#).

[HE Fitness to study Policy](#)

[Fitness to Practice Policy and Procedure](#)

[Safeguarding Policy](#)