

Student and College Charter: The Charter sets out the arrangements between the Students and the College.

Students include full-time and part-time learners and apprentices in Further and Higher Education

Before you come to College:

What can help you in choosing your course and Canterbury College:

- Advice and guidance on courses available. You can get this from the Student Information Centre at the front of the College or contact Course Enquires for a discussion or a meeting on 01227 811188.
- Knowing the grades or qualifications you will need for the courses you are interested in.
- Knowing the content of these courses and the value of the qualifications and possible progression routes.
- Receiving an application form within a week after you requested one.
- Receiving an interview date within two weeks of your application.
- Accurate information about what your course will cost you.
- Clear and personalised information on financial, welfare and academic support that you may be entitled to. You can get this from the Student Information Centre on 01227 811188.

During your time at College:

What you can expect while studying at the College:

- Fully qualified lecturers who are up to date with their knowledge and skills.
- Lessons that start and finish when they are timetabled. Should any changes need to be made then you will be informed as soon as possible of these.
- Helpful assessment and feedback within two weeks of date of submission of your work.
- Regular one to one supportive tutorials with progress reports (Full time students every half term. Apprentices have a dedicated training advisor)
- Industry standard equipment and resources for your course.
- An introduction to the Students' Union (if you are over the age of 16 years).
- Stimulating, invigorating and inspiring lessons.
- Information, advice and guidance regarding your options when you complete your course or leave College.
- In your first week you will receive:
 - A course handbook
 - A time-table
 - The dates of assessments

- A guided tour of the campus
- Information on further College opportunities
- Guide of the Student Intranet including the procedures on misconduct and complaints procedure

Responsibilities

What you can expect from the College:

- You can expect a response to any complaint you make, in confidence and fairly, within 15 days.
- That the College is responsive to your needs and will make reasonable adjustments to support you on your program to ensure success.
- Travel information regarding the cost and timetables to and from college, and discounts or other special arrangements available for students.
- That the College creates an environment where **every** student has an opportunity to succeed

What is expected from you – the Student:

- That you keep to the College rules.
- That you take responsibility for your own learning by arriving promptly to **every lesson**, are prepared and have your learning materials ready .
- That you make active use of the learning support facilities and services provided to get the most out of your time at college
- Complete and submit all coursework by an agreed date or an agreed extension date.
- Seek help promptly if needed and inform us if we have not met your needs as promised.

Equal Opportunities

Canterbury College is proud to offer an environment where everyone is respected and diversity is celebrated. We are all responsible for working together and making every effort to achieve success, regardless of race, age, gender and gender re-assignment, disability, sexual orientation, religion or belief, marriage or civil partnership, pregnancy or maternity.