Further Education Student Charter

Introduction

Lews Castle College’s mission is to provide quality education and training to meet the needs of the islands community it serves.

The Lews Castle College Student Charter will help students and staff to work together collaboratively to meet their shared objectives and responsibilities.

The purpose of the Lews Castle College Student Charter is to set down the standards of service that students registered on Lews Castle College courses can expect to receive. Students also have responsibilities and the Charter sets out Lews Castle College’s expectations of its students in respect of the part they should play as active and independent partners in their learning experience.

If you are applying to be a Lews Castle College student you can expect us to:

- give access to accurate and impartial advice and guidance
- provide information on finance and funding, childcare, additional support needs
- provide clear, comprehensive and up-to-date information to help you choose the most appropriate course for your particular needs and abilities
- deal with your enquiries promptly and courteously
- consider your application fairly and efficiently, letting you know the outcome as soon as possible
- provide information about:
  - courses and awards on offer
  - entry requirements
  - how to apply
  - tuition fees and sources of financial help.

We will expect you to:

- provide us with full and accurate information in relation to your application
- plan how you will finance your time at College
- seek such support as you feel is necessary to your study at College.

When you enrol as a student on a course at Lews Castle College, you can expect:

- a Course Handbook that includes detailed information about the content, delivery, management, and assessment of your course
- a Student Handbook that contains general information about the College
- an induction programme to introduce you to the College and provide information on its structures, policies, and educational aims
- a Personal Academic Tutor (PAT) assigned to you, once you have enrolled, who will be responsible for the oversight of your programme of study
- a minimum of at least two interviews with your Personal Academic Tutor per academic year
• written feedback on each piece of assessed course work from the responsible academic within two weeks of the date of submission of the work
• a secure logon which will allow you to access our computers and an email account
• access to the materials deemed necessary by the Course Leader for the study of your module/course
• the right to have any formal complaint made by you thoroughly investigated without undue delay, as stated in our Complaints Policy.

We will expect you to:

• read and keep this information so that you know what support and facilities are available, what is expected of you and what your rights are
• contact your Personal Academic Tutor, a member of your course team or Student Services should you need help at any time
• devise a personal study plan with the help of your PAT
• meet the requirements of the course in terms of attendance and work set
• maintain high standards of conduct so as not to bring the College into disrepute.

At the end of your taught programme of study at Lews Castle College, you can expect us to:

• provide access to guidance on career opportunities and the availability of further courses of study.

We expect you to:

• request information in a timely and organised way
• respond to reasonable requests for information on your career plans or further studies to help us improve Lews Castle College as a teaching institution.
Student Disciplinary