



The right choice at the right time

Before you start a course you can expect:

- To receive a reply to your initial enquiry within two days
- Free advice and guidance about programmes of study and routes of progression to help you choose the right course for you
- An interview with a member of the course team
- Accurate information on your course, the College and sources of support and help
- An offer to be made at interview and confirmed in writing within two weeks
- To be provided with information on all costs involved in studying at College and sources of financial help
- An opportunity to indicate any particular needs you have to support your learning

High Quality Teaching & Learning

On the course you can expect:

- Qualified teaching staff
- Time keeping for sessions and your work marked and returned by the agreed date
- Stimulating and varied delivery in class
- Fair and relevant assessment
- Individual support through the tutorial system (for full-time students at least two per term and for part-time students one per term)
- Schemes of work and assessment calendars
- High quality learning resources
- Regular progress reports
- Additional learning support if you need it
- The opportunity to comment on the quality of your College experiences

An Introduction to College Life

When you start college you can expect:

- Accurate information about the College, including a timetable and tour of areas useful to you
- Details about your course including:
 - *A Course Handbook*
 - *Methods and dates of assessment*
 - *Health & Safety*
 - *Tutorial System*
 - *Opportunities to get to know members of your study group and staff*
 - *An individual tutorial within the first two weeks*
- Access to activities, including sports
- To become a member of the Students' Union (if you are over 16)
- Functional Skills and Enrichment Opportunities

If things go wrong, you:

- Have the right to complain
- Can expect the complaint to be dealt with fairly and in confidence
- Can complain, in the first instance, to your Course Tutor, or to any other member of staff
- Can expect a written reply within 10 working days

Responsibilities

When you become a student, the College expects you to:

- Make the most of what the College offers
- Keep to the College rules
- Respect the rights of others

Equal Opportunities

You are entitled by law to equal treatment regardless of your sex or ethnic background. You have the right to expect the College to take any learning difficulties or disabilities you may have into account