



Our Students' Charter has been written to tell you, as a student of Gateshead College, what you can expect.

1. We will treat all of our students fairly and with respect.
2. You will, as a student of the College, be given opportunities to give us feedback on your experience and to get involved in a variety of College activities.
3. Our **College Values** are respect each other, take responsibility, have courage, be creative and work together. Our staff work towards these values, they underpin what we expect of our students and any complaint of personal harassment will be dealt with sensitively.

This Students' Charter applies to all learners who attend a Gateshead College study programme/course.

If you are thinking about studying with Gateshead College, we will:

Make sure that you have accessible, easily understood and accurate information, advice and guidance to help you to choose a course appropriate to your needs and abilities.

This will include information, as appropriate, on:

- the study programme/course length, its content, method of assessment, entry requirements and start dates;
- how to apply; fees and full costs of any registration; examination fees and necessary equipment;
- financial support schemes and the range of fee payment arrangements;
- all College services: what they are and how to access them;
- the College Disability Statement;
- transport and travel to the College or your place of study.

When you decide to join us, we will:

- deal with your application quickly ;
- provide you with the opportunity to discuss with staff everything you need to know about the College, your chosen study programme/course and what we expect of you;
- offer the opportunity of an appointment with Learning Support staff if you have any identified support needs, including learning difficulty and/or disability;
- provide a swift, efficient enrolment process which gives you confirmation of a place on the study programme/course, the start date and place of study;
- give you advance warning, whenever possible, of any changes made after your enrolment to the dates and times of the study programme/course;

- provide you with details of any alternative study programmes/courses and a full refund, if we cancel the study programme/course you have enrolled on.

When you are studying with us, we will:

- make sure that everything is in place to give you the best possible chance of success;
- identify your individual needs to ensure that you are on the right study programme/course and to enable any learning support to be agreed and arranged;
- support, encourage and guide you to help you successfully complete your study programme/course;
- track learner progress;
- provide you with a relevant induction to both the College and your study programme/course;
- start and end all classes on time;
- deliver a range of learning and assessment styles which are appropriate to you and your chosen study programme/course;
- provide you with the opportunity to access resources for maths and English development;
- return work handed in for assessment with clear, useful and informative feedback by the stated deadline;
- provide you with the opportunity to appeal against assessment outcomes, if you feel they are unfair or biased;
- give you feedback on your progress, at intervals appropriate to you and the duration of your study programme/course;
- give you, whenever possible, reasonable notice of alterations to your teaching arrangements;
- provide safe learning environments which are appropriately equipped;
- tell you about any actions you need to take in connection with exam entries/registrations;
- tell you about the operation of the Students' Union and the procedure for you to opt in or out of membership.

When you are planning your next step, we will:

- help you, if you wish to change study programme/course or leave before the end of your study programme/course. We will make available careers guidance and help you to produce a record of the work you have completed;
- support you by providing access to information, resources and careers guidance on the options available to you;

- help you with job search activity;
- confirm your achievements once you have completed a course.

And then to help us improve what we do, we will:

- provide you with opportunities to give us feedback about your experience and we will listen to what you say;
- act on student feedback and having done this, publicise the outcomes and changes we have made;
- provide a complaints procedure which gives you an opportunity to discuss your concern immediately with an appropriate member of staff;
- make available information on how to make a complaint at Reception points. Alternatively, you can call 0191 4 900 300 or email start@gateshead.ac.uk;
- we will acknowledge a written complaint within 2 working days and a personal response will be made to any formal complaint within the publicised timeframe.

Please note: “We are committed to providing you with the teaching, examination, assessment and other services set out in our Prospectus, Charter, Course Leaflets and Student Handbook. We do reserve the right to alter these courses and services at any time but, if it is necessary to do so, we will take all reasonable steps to minimise any disruption that this may cause.”