

STUDENT CHARTER

Our mission is to empower creativity and enrich our world through transformative arts education. This charter is a statement of our ethos and expectations; of the college and our students. It has been developed with students to reflect our journey together.

The Charter informs and complements other student and staff policies and procedures that underpin college life.

Hereford College of Arts undertakes to:

- Treat you with courtesy, respect, and fairness
- Signpost support when you need help
- Be open and transparent about decisions made at all levels wherever possible while respecting confidentiality
- Provide a safe, secure and respectful environment, free from harassment, victimisation or discrimination of any kind
- Enable you to make a complaint or lodge an appeal using the official procedures without fear of any reprimand
- Provide reasonable adjustment for any disability
- To consult and communicate significant changes

Hereford College of Arts undertakes to provide you with:

- A learning environment built on high aspirations for you, your work and your career after college
- An experience that will enhance employability and personal development
- A voice in the life and direction of the college
- Skilful, knowledgeable, staff who have up to date knowledge of their subject and teaching
- Care, support and guidance when it is needed
- Clearly defined access to our facilities
- A positive and inclusive culture with zero tolerance to bullying, harassment and sexual misconduct

Hereford College of Arts undertakes to provide students with the following information:

- Clear communication about the details of your course, for example; assessment points and criteria
- Clear communication about additional services and external signposting, for example; library facilities, counselling
- Clear communications about costs associated with the course

Students undertake to:

- Treat their fellow students, staff and physical environment of the college with respect
- Promote a positive and inclusive culture with zero tolerance to bullying, harassment and sexual misconduct
- Actively engage with the education offered by attending and taking part in all sessions in person and online
- Drive the creative life and direction of the college and Herefordshire community
- Obtain agreement from their Department, in advance, for any essential absences
- Take responsibility for managing their own learning: actively engaging in private study, and participating fully in group learning activities
- Submit assessed work by stated deadlines, actively participate in feedback
- Make prompt payment of charges made by the institution
- Engage in the life and management of the college when requested
- Act as a representative for Hereford College of Arts in words and deeds
- Uphold core British values: tolerance, mutual respect, individual liberty, the rule of law and democracy
- Follow Health & Safety procedures

The Students' Union undertakes to:

- Support all students to ensure they receive equal treatment and are aware of their rights and responsibilities
- Support student participation in quality enhancement activities – especially through the election, development and training of course representatives
- Represent the interests of students at local and national level
- Support active student/community engagement, especially as regards combating antisocial behaviour

Document Control	
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*There has been a Student Charter previously, new document control standardization was introduced in 2019

Accessibility Statement

If you have any learning difficulty, disability or health problem, that means you are unable to use the admissions policy and procedure in the way laid out in this document, or you may require additional support to help you with the process, please contact the College to discuss how the process can be adjusted to support your needs. Should you require this guide in an alternative format please contact the College.