



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.

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 the HCA Covid Code clearly

Hereford College of Arts undertakes to provide:

- 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
- You with 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

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
- Actively engage with the education offered by attending and taking part in all sessions
- 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 HCA Covid Code to keep themselves and others safe

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

Further Information:

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