

Higher Education Student Charter

*Excellence • Passion • Teamwork • Integrity •
Innovation • Sustainability • Valuing Others •
Supportiveness*

Our Mission

Raising Aspirations, Unlocking Potential, Advancing Futures

Our Values

Excellence, Passion, Teamwork, Integrity, Innovation,
Sustainability, Valuing Others and Supportiveness

Sparsholt College Group

The Sparsholt College Group (the College Group) includes Sparsholt College, Andover College, University Centre Sparsholt, Sparsholt College Services, Westley Enterprises and Andover Town Football Club. College Group policies apply to each part of the group unless specified otherwise.

The HE Student Charter was approved by the Board of Governors in March 2021 and supersedes previous versions.

Originator:

Dean of Higher Education

Located: College Intranet

Located: College Website

Date of next scheduled review:

January for March 2024

Higher Education Student Charter

The University Centre Sparsholt (UCS) Higher Education Student Charter explains how we are committed to delivering a student experience that not only meets but exceeds your expectations. It lays out our commitment to helping you to achieve your aspirations, to pursue your ambitions, and to prepare you for a successful career in your chosen industry.

The University Centre Sparsholt Vision for Higher Education:

The specialist Higher Education institution, a key national and international provider of specialist Higher Education in the applied science of land, environment and sustainable resource management which excels in 'research into practice' at Foundation, Honours and Masters degree levels.

The Sparsholt Graduate

We are committed to developing graduates who:

- Are ambitious and independent learners who possess sound academic and applied knowledge across the spectrum of the Land and Environment sector.
- Develop and utilise effective research, investigative and technical skills.
- Have an enterprising outlook and are capable of a logical, analytical and creative approach to study and progression.
- Are committed to professional learning in pursuit of personal, academic and career development.

The Higher Education Academic Strategy sets out a clear commitment from the University Centre to deliver a successful experience under the following key themes:

- The University Centre Sparsholt will provide an educational experience underpinned by applied professional and industry related practice and research that inspires, engages and challenges students and promotes success in an inclusive and supportive environment.
- Through and beyond the curriculum, University Centre Sparsholt will enable students to develop skills and gain experience through work related learning to prepare them for success in progression to further study and graduate employment.
- The learning and study environments will provide Higher Education students with the support and guidance to meet their own and our aspirations within a high quality teaching and learning environment.
- University Centre Sparsholt will promote the concept of the independent learner, who adopts a shared responsibility for learning and the enhancement of learning to enrich their overall experience.

Our Commitment to You

We will provide you with:

- An educational experience where you are treated fairly, with respect and courtesy.
- Guidance and advice on the most appropriate degree programme to meet your needs and aspirations.
- Equality of opportunity and access to participate in your degree programme.
- A safe, secure and welcoming campus and learning environments by maintaining procedures and practices which minimise risk and, by providing information and advice for you, about how to stay safe
- An induction programme which enables a smooth transition onto your course.
- Guidance about how to get the most from the learning resources at Sparsholt and the University of Portsmouth.
- Guidance on how to access specialist study support and mentoring.
- Clear and readily available information about financial and personal support.
- Accessible course and module handbooks containing key information, assessment criteria, contact hours and how we will teach and assess you.
- Information regarding assessment arrangements, deadlines for assignments and time frames for feedback on submitted work.
- Clear, timely, constructive feedback on your work.
- Regular one to one tutorials with your tutor to review your academic progress.
- Information on course costs, payment methods and an estimate of any additional costs such as PPE and field trips.
- Information about what to do if you are dissatisfied with University Centre Sparsholt or your course.
- Timely responses to your queries.
- Timetables at the start of the academic year and timely notice of timetable changes.

Your Commitment to University Centre Sparsholt

In response to information provided you are expected to:

- Be responsible for your own behaviour and for its consequences, both at Sparsholt and when representing University Centre Sparsholt in the wider community, for example during industry placements and any other course related activities.
- Treat all members of the wider College community, students and staff, fairly and with respect and to extend the same courtesies to everyone you come into contact with through your studies.

- Ensure your own safety and comfort and that of others around you, by complying with:
 - the Student Code of Conduct
 - Health & Safety procedures on campus and in industry environments
 - the instructions of staff and industry or work placement mentors.

- Take full responsibility for your own learning experience, ensuring that you:
 - Demonstrate a high level of commitment to your studies by attending all timetabled sessions.
 - Familiarise yourself with the Sparsholt University Centre and University of Portsmouth rules and regulations.
 - Familiarise yourself with your course and module information and follow procedures regarding assessment arrangements.
 - Review the feedback provided on your work and use it to improve your performance.
 - Ensure that you understand your course costs, equip yourself with the necessary resources to undertake your studies and pay all fees on time.
 - Use the agreed channels to communicate with, and respond to, your tutor or the University Centre within a reasonable time frame.
 - Ensure your contact details are correct and up to date.
 - Inform the University Centre of any absences due to illness using the appropriate channels.

Our shared commitment to each other

We value your views and will:

- Provide regular formal and informal opportunities for you to comment on any aspect of your studies and University Centre Sparsholt life.
- Tell you what action we have taken as a consequence of your feedback.
- Support course representatives to undertake their activities.

In return you are expected to:

- Provide timely and constructive feedback to us on your studies.
- Familiarise yourself with the work of your course representatives.
- Support your course representatives and communicate with them.

Each course will select representatives from within each year group to represent the views and opinions of said group. These elected representatives will attend the University Centre Sparsholt Higher Education Student Association meetings and Sparsholt Resources & Facilities meetings who are committed to:

- Gathering views and feedback regarding the course from all members of the group they have been elected to represent.
- Informing the HE management team and Resource Managers of any feedback from the student body and participating in informed discussion about all such matters.
- Attending scheduled meetings of the HE Student Association and Resources & Facilities group, ensuring the conveyance of information from meetings to their respective student cohorts.
- Attending and contributing to the bi-annual Board of Studies held in conjunction with the University of Portsmouth.
- Participating in student focus groups in support of the Access & Participation plan development and monitoring process.
- Participating in the development of a student focussed HE experience that exceeds expectations.

Additional information

The following documents contain additional information relating to your course, University Centre Sparsholt and the commitments and expectations that are set out in this Student Charter:

- Course Handbook
- Module Handbooks
- University of Portsmouth Examination and Assessment Policy
- UCS Quality Enhancement Policy
- HE Student Engagement Policy
- UCS Academic Support Policy
- HE Fitness to Study Policy
- HE Freedom of Speech Policy
- UCS Student Code of Conduct
- Safeguarding Learners Policy and Procedures
- Accessibility Statement
- HE Access and Participation Plan
- HE Student Protection Plan