

# Further Education Student Charter

*Excellence • Valuing Others • Teamwork • Integrity •  
Supportiveness*

### **Our Mission**

Raising Aspirations, Unlocking Potential, Advancing Futures

### **Our Values**

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

### **Sparsholt College Hampshire, incorporating Andover College**

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 FE Student Charter was approved by the Board of Governors in March 2024.

|                 |  |
|-----------------|--|
| Originator:     | Vice Principals, Curriculum                |
| Located:        | College websites<br>College Group intranet |
| Due for review: | January for March 2027                     |

# FE STUDENT CHARTER

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# CHARTER FOR FE STUDENTS

## Overview

The Sparsholt College Group (the college), which includes Andover College and Sparsholt College, is committed to providing access to and the delivery of high-quality learning programmes linked to our values and opportunities which meet the individual and collective needs of our learners.

It is our college's aim to equip learners for life, by helping everyone to develop and sustain their personal motivation, enterprise and commitment to their course of study and by promoting behaviours and attitudes that will enable our students' positive contribution to the workplace and the community in which they live.

These charter commitments are intended to focus all members of the college, students and staff alike, on sustaining the principle that learners are at the heart of all that we do.

## Students should expect:

- To be treated fairly, with respect and courtesy
- Guidance and advice on the most appropriate learning programme(s) to meet their needs
- Equality of opportunity and access to participate in learning programmes
- The college to maintain a safe, secure and welcoming campus and learning environments by maintaining procedures and practices which minimise risk and, by providing information and advice for students, about how to stay safe including Prevent and British Values.
- To be allocated a progress coach who will support the student throughout their time at college
- An induction programme which enables a smooth transition onto their course
- Access to learning support for any identified learning support needs
- Guidance about how to get the most from the college's learning resources
- Clear and readily available information about financial and personal support during their time at college, including:
  - Specialist counselling and careers guidance
  - Health, welfare, money management and medical advice
- Opportunities to develop social and employability skills and behaviours and to maximise their potential to make a full and valuable contribution in the college, the workplace and the community in which they live
- To be advised about their entitlement to opportunities to expand the college experience, through a range of extra-curricular social, sporting and cultural activities where appropriate
- The college to adopt a 'zero tolerance' policy in respect of unacceptable

behaviour, including the use of illegal drugs and harassment or bullying of, any members of the college community.

- To receive a timely response to any feedback given about the services and support that the college provides

**On their course(s), students can expect:**

- Learning programmes that are:
  - Stimulating and inspirational and which assist them to realise their full potential
  - Well managed, adequately resourced and supportive of their learning needs
  - Delivered by appropriately qualified, experienced and skilled staff
- Encouragement and support from staff, to take responsibility for managing and personalising their own learning and development.
- Assignment and assessment programmes which are planned, fair and appropriate to their learning needs and which meet the requirements of awarding bodies
- Assignments to be assessed and returned within the timeframes set out in Course Handbooks
- Constructive and timely feedback from staff which focus on helping students to maximise their academic performance
- Regular reviews at which progress targets will be set by their progress coach, which they will be expected to work towards and achieve
- Help and guidance to enable them to make the transition from learning programmes to employment or to further study
- To be asked for feedback on what they value most and what we could improve
- To engage in work experience activities to develop their skill set and apply the knowledge they are acquiring on their study programme.

**Students are expected to:**

- Be responsible for their own behaviour and for its consequences, both in college and when representing the college in the wider community, for example during work placements and any other college related activities
- Treat all members of the college, students and staff, fairly and with respect and to extend the same courtesies to everyone they come into contact with through their studies
- Ensure their own safety and comfort and that of others around them, by complying with:
  - the Student Code of Conduct
  - college Health & Safety procedures and work placement environments

- and by following the instructions of staff and work placement mentors
- Take full responsibility for their own learning experience, ensuring that they:
  - are fully familiar with the requirements of their learning programme and that they discuss any uncertainties with their course tutor or progress coach
  - punctually attend all classes, including work placement and remote learning (where applicable)
  - maintain course portfolios, as required by the Course Handbook and by tutors
  - hand work in on time
  - use their non-taught time constructively
  - participate in surveys intended to plan improvements to the provision
- Speak out, to their progress coach or to any other member of staff, if they feel unsafe in any way, or if they experience or witness bullying or any other form of unacceptable behaviour

### **College Documents**

The following college documents contain additional information relating to your course, the college and the commitments and expectations that are set out in this Student Charter (this is not an exhaustive list of student policies):

- Student Handbook
- Course Handbook
- Safeguarding Learners Policy and Procedures
- Single Equality Scheme
- FE Managing Learner Conduct Policy
- FE Promoting Effective Learner Conduct Policy
- FE Curriculum Delivery, T&L & Quality Improvement Policy
- Accessibility Statement
- FE Fitness to Study Policy
- FE Freedom of Speech Code of Practice
- FE Residential Student Handbook
- Health & Safety Policies (Learners)