

STUDENT CHARTER

HIC undertakes to provide, flexible, university level study to students who are not able to access a university degree programme via standard entry pathways. HIC provides a focused academic programme in a nurturing and service orientated environment which enables students to maximise their career opportunities and reach their full potential.

1. HIC's commitment to you:

- Treat you fairly with dignity, courtesy and respect.
- Deal with your enquiry in an efficient manner – if this is not possible, we will tell you which relevant department within the university can help.
- Provide a private area where we can discuss any confidential enquiry.
- Tell you how you can give us your views on the services we provide.
- Arrange appointments with you at times you and we agree on, and tell you in good time, wherever possible if we cannot keep an appointment.
- Respond to letter requests within 48 hours, if your letter request is not standard please allow 72 hours.
- Answer emails that need a response as soon as possible (if the member of staff concerned is absent you will receive an out of office response telling you who to contact).
- Make sure our College Services Team publish their opening times; and have appointments available for students.
- Problems do arise, however, we will ensure that we do our best to resolve these as quickly as possible.
- You will, provided that you are over 18 years of age, enjoy free and automatic membership to the University of Hertfordshire's Students' Union and their activities.

2. HIC will provide you with a:

- A high quality learning experience, with qualified, skilled and professional staff.
- Appropriate access to physical and technical learning resources that you need for your studies.
- An environment to support your learning and social life, including access to teaching space, library, IT labs and sports facilities.
- Meaningful and timely feedback on your work. You should expect feedback within 14 working days after submitting your assignments.
- Stated periods of notice to changes in timetables, cancelled classes, re-scheduling of content.
- An Introductory Module Document which details assessment criteria, contact hours, mode of delivery, assessment and examination arrangements and regulations, academic guidance and support, and appeals and complaints procedures.
- Opportunities for you to contribute to the decision making of the College, this is through your Student Committee and through regular surveys in your modules and Student Satisfaction Surveys.
- Course costs, payment options and deadlines through regular communications with the HIC Team.
- Training and support for Student Committee.

3. Your HIC Student Committee will:

- Represent your views, concerns and aspirations through the Student Committee, College Teaching and Learning Board and College Enhancement Team.
- Campaign, educate and advise of issues that matter to you.
- Encourage your involvement in HIC events and activities.

4. As a student you will:

Recognise that you are part of a learning community and will:

- Treat others with tolerance, dignity and respect, either in person or virtually.
- Using and adhering to all HIC and University of Hertfordshire regulations and policies.
- Respect your environment on and off campus.
- Get positively involved in college life, from actively participating in every teaching session to getting involved in social activities at HIC, such as sports, trips and events (online and face to face).
- Comply with UK regulations of the United Kingdom at all times and report to the relevant authorities any incidents which break the law that you may witness.
- Support University of Hertfordshire's zero tolerance policy towards drug dealing and the possession of weapons by students on and off campus.
- Provide us with any supporting documents that we ask for within five days to allow us to give you a response quickly.
- Arrive at the agreed time for appointments or let us know if you are running late.
- Tell us about any special requirements you have that may affect your dealings with us.
- Tell us if you think we are not keeping our promises or if you think we could make our promises clearer.
- Arrive in the UK and enrol on time every semester.
- HIC recommends you live within 30 minutes of the College. If you choose not to, HIC does not hold any responsibility for any academic failure or lateness.

5. Play an active role in your learning by:

- Attending classes (100% attendance expected) – as well as adhering to our Attendance and Monitoring Policy.
- Abiding by the following rules for classroom conduct:
- No food or drink should be taken into classrooms on campus, apart from bottled water.
- Respect University property, including leaving classrooms or IT labs in a clean and tidy state.
- No negative / aggressive behaviour or language use.
- Speaking ONLY in English in the classroom.
- Showing respect for teachers and classmates by listening while others are speaking, including showing respect and an understanding to opinions you might not agree with.
- Be prepared for every class with the required materials: textbook, printouts from the Student Portal, a pen and notebook.
- Complying with HIC and University of Hertfordshire; IT Acceptable Usage policies.
- Making sure your mobile phone is on silent and packed away during all teaching periods.
- Engaging in your learning proactively.
- Committing to the appropriate amount of self-study for each module outside of class time.
- Checking your Student Portal on a daily basis (timetable, Moodle and emails for updates).
- Meeting all agreed deadlines for course work submission and examinations.
- If you cannot submit your assessments by the deadlines due to mitigating circumstances please inform the College within 3 working days.
- Paying fees and charges in accordance with College Policies and Regulations.

6. Take responsibility for seeking appropriate support and guidance:

- Asking for help as soon as possible if you think you need it.
- Provide HIC with up to date information about yourself (for example change of address, mobile phone number).
- Read the HIC Student Handbook.
- If you enroll late it is your responsibility to catch up on any missed work.
- Read your Introductory Module Documents (IMDs) at the start of every semester.
- If you are a minor (under 18 years old) you are required to be in contact with HIC on a bi-weekly basis and HIC has the right to contact your Parent/Guardian in the event of not adhering to the Student Charter.

