



CANOLFAN BRIFYSGOL
CAMBRIA
UNIVERSITY CENTRE

Student Charter



www.cambria.ac.uk/university-centre | 0300 30 30 007 | he@cambria.ac.uk

COLEG CAMBRIA IS A HIGHLY SUCCESSFUL COLLEGE WITH A NATIONAL REPUTATION FOR EXCELLENCE.

We have a long and successful track record of providing higher level programmes to meet local and regional industry needs. Through collaboration with our University partners and regional employers we aim to deliver relevant and high quality degree programmes to support economic prosperity, improve employment opportunities and to help individuals realise their career aspirations.

A strong partnership between the College and its students is key to ensuring that our joint higher education aims and aspirations are achieved. We firmly believe that when students have a direct involvement in shaping their own learning experience they have a significant and effective impact on their own and others' success. This charter outlines the commitment that staff and students have made to that partnership.

THROUGHOUT YOUR LEARNING JOURNEY

Coleg Cambria will:

- Treat students and colleagues equally and respectfully.
- Provide high standards of teaching, support, advice and guidance.
- Maintain high standards of education and student care through regular continuing professional development for its staff and rigorous quality assurance and improvement..
- Provide equality of treatment for all regardless of age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religious belief and non-belief, sex and sexual orientation
- Provide an environment that is safe, conducive to learning and free from harassment and discrimination.
- Safeguard all the personal information you provide and comply with the requirements of the Data Protection Act.
- Provide access to Welsh medium services as set out in our Welsh Language Scheme.

We will ensure that you are able to complete the course that you start*. In the unlikely event that a course is discontinued or substantially changed we will work with our awarding organisation and other partners to ensure that you are able to complete the programme.

*In the event that you decide to take a break from the programme we may not be able to guarantee your continuance should the programme be discontinued in your absence.

We ask you to:

- Adhere to the Coleg Cambria Code of Conduct.
- Treat staff and fellow students equally and respectfully.
- Inform the College at the earliest opportunity of any disability you have to enable us to work with you to provide the necessary support
- Take personal responsibility for your own and others' safety and wellbeing.
- Comply with the terms of all College and University regulations and the requirements of all College Codes of Practice or similar documents which are available on the College website
- Ensure that you notify the College of any criminal convictions that you have or may receive
- Ensure that you tell the College of any change to your personal or, where sponsored, your employer details
- Respect the physical environment of the institution.

INFORMATION, GUIDANCE AND ADMISSIONS

Coleg Cambria will:

- Provide accurate information about all aspects of the programme including entry criteria.
- Provide you with accurate course costs, payment options, and an estimate of necessary additional costs.
- Explain the process for application and admission to the College.
- Identify and discuss with you the most appropriate starting point for your learning journey.
- Provide you with information about sourcing of funding for tuition, maintenance and additional support needs.

We ask you to:

- Make all reasonable efforts to get the right information you need to enable you to make an informed decision.
- Arrange financial support, accommodation and any other support you require as soon as possible.
- Make arrangements for the prompt payment of your fees, either by yourself or a third party (e.g. Student Loans Company or a sponsor).

Please find a link to the Terms & Conditions for your course here:

<https://www.cambria.ac.uk/higher-education/terms-and-conditions>

TEACHING, LEARNING AND ASSESSMENT

Coleg Cambria will:

- Maintain high standards of teaching, learning and assessment through regular continuing professional development for its teaching staff.
- Ensure you have access to high quality, relevant library, IT and specialist learning resources.
- Provide you with an electronic copy of a programme handbook which details assessment schedules, assessment criteria, contact hours, mode of delivery of course, examination arrangements and regulations, academic guidance and support, appeals and complaints procedures.
- Provide feedback in a timely manner and in enough detail to enable your continuous development.

We ask you to:

- Take responsibility for managing your own learning: actively engaging in your programme; ensuring you spend sufficient regular time in private study, and participating fully in group learning activities.
- In accordance with the plagiarism policy ensure that all work is your own and sources of information are referenced.
- Read the information provided, check e-mail and relevant on line noticeboards and seek clarification of anything you do not understand.
- Submit assessed work by stated deadlines and attend all examinations and practical assessments, as stated in the assessment schedule.

STUDENT SUPPORT AND DEVELOPMENT

Coleg Cambria will:

- Support student participation in academic development and course management, including elections of representatives.
- Provide access to student support services including counselling and advice on health and welfare; accommodation; child care; finance and careers.
- Involve you in improvement activities including module evaluations, student voice forums and surveys and feedback to you the outcomes of those activities along with information about the college response.
- Provide you with regular information on your individual progress and how you can improve your performance.
- Provide you with pastoral support and academic guidance.
- Act promptly to try to resolve any problems, issues or concerns you may have.
- Arrange access to activities that will enhance employability and personal development.

We ask you to:

- Support course representatives and participate in systems which will lead to improvements in the quality of learning and teaching.
- Raise any issues or complaints you may have by talking to the individual or individuals concerned in the first instance and then, if necessary, to the programme leader
- Seek immediate advice in the event that your academic progress raises a cause for concern or if you think you may wish to change your programme, suspend your studies or leave the College.

**Approved by the Higher Education
& Access Steering Group - 09/12/24**



Prifysgol Wrexham
Wrexham University



Student Charters and information for partner Universities can be found here:

Bangor University

<https://www.bangor.ac.uk/studentcharter/index.php.en>

Liverpool John Moores University

<https://www.ljmu.ac.uk/about-us/public-information/student-regulations/principles-of-partnership>

Swansea University

<https://myuni.swansea.ac.uk/student-voice/student-charter>

University of Chester

<https://www.chester.ac.uk/campus-life/support-for-students/section>

Wrexham University

<https://wrexham.ac.uk/media/marketing/quality-and-student-admin-documents/Student-Charter-2024-25.pdf>

If you would like to provide us with feedback or wish to make a complaint, please see our Feedback & Complaints Policy here: <https://www.cambria.ac.uk/feedback-complaints>