



COLLEGE CHARTER FROM SESSION 2009/10

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Date of next review: Nov 2010

Responsibility: Assistant Principal: Planning and Quality

Approved by: Board of Management

Please ask if you, or someone you know, would like this document in a different format or language.

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CollCharter/CAC/APP&Q/Aug 09

The Moray College Charter is a statement of our commitment to provide high quality services for students, employers and the wider community that the College serves.

Moray College very much sees itself as a Community College and considers that it is in partnership with its students, employers and the wider community, and works positively with them, to bring about high quality further and higher education and training opportunities. The college will strive to ensure that the courses on offer, modes of delivery and support services will meet the needs of students, employers and clients.

UHI STUDENTS SHOULD NOTE THE FOLLOWING

UHI Millennium Institute has developed a Student Charter which can be viewed on the web-site at www.uhi.ac.uk Although there are slight differences between the UHI Student Charter and the relevant sections of the Moray College Charter, the two documents complement each other.

A STUDENTS

If you are thinking of applying to the college:

- 1 Our College Prospectuses will:
 - set out the courses on offer including opportunities for part-time, evening and open/distance learning;
 - make clear what the entry requirements are;
 - give a clear indication of how and when you should apply to study at Moray College;
 - provide a description of the student services that we provide;
 - provide information on student funding.
- 2 If you make an enquiry to the college this will be dealt with promptly and courteously.
- 3 If you submit an application to the college this will be dealt with fairly and speedily as set out in our *Recruitment, Selection and Admissions Policy*.

On choosing a course we will make sure you:

1. Have the aims and structure of your course explained clearly.
2. Know how your course will be taught and assessed.
3. Are clear about the qualifications awarded on successful completion of the course.
4. Are aware of further study opportunities and job prospects in your chosen field.
5. Understand that where the course is recognised as part of, or leading to a professional qualification - you have made clear to you the names of the professional bodies involved.
6. Know the fees payable and have made clear to you if you are expected to buy any additional equipment or materials.

During your course you can expect:

1. Appropriate and effective induction (introduction to College life) in line with the *Student Induction Policy*.
2. Effective support from college staff.
3. Good quality accommodation and facilities for learning and teaching.
4. Sufficient and relevant learning and teaching materials and equipment.
5. Appropriate opportunities for assessment and good feedback from college staff arising from assessments.
6. Assessed course work returned within reasonable timescales as agreed with college staff and in line with college standards.
7. Regular review of your progress with your Student Adviser in line with the *Student Adviser System Policy*.
8. The right to appeal against assessment decisions in line with the *Academic Quality Assurance Policy*, Section 10.4 Student Appeals Procedure.
9. Ready access to comprehensive advice, guidance and counselling services (this is set out in more detail on pages 5 and 6).

10. Opportunities to comment on the quality of your learning experience and support services.
11. To have any complaints that you make treated seriously in line with the *Complaints Policy and Procedure*.
12. Entitled to fair treatment in line with our *Anti-discrimination Statement* and relevant policies. (This issue is developed in the following section)
13. Help with any learning difficulty or physical disability within practicable limits (as set out on page 6).

EQUALITY, DIVERSITY AND INCLUSION

All students, staff and visitors have a right not to be treated less favourably than others because of any factor which may form the basis of discrimination, and specifically their:

- colour
- ethnic or national origins
- religion or belief
- gender
- sexual orientation
- age
- disabilities
- appearance
- accent

All staff, students and visitors have a duty to ensure that no person is discriminated against.

The College has an overarching Equality and Diversity Policy and Anti-Discrimination Statement, and the following additional specific publications relating to equality and diversity:

Race Equality Policy
Race Equality Scheme
Race Equality Action Plan
Disability Equality Policy
Disability Statement
Disability Equality Scheme
Disability Equality Action Plan
Gender Equality Policy
Gender Equality Scheme
Gender Equality Action Plan
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Social Inclusion Policy
Transition Arrangements Document

Our Equalities Policies are available:

- on the College web site at www.moray.ac.uk
- at the Learning Resource Centre (ground floor)
- in the Student Information and Advice Centre (The Space)

A commitment to equality, diversity and inclusion is found in the Prospectus, Student Guide/Diary and other College literature. A commitment to the Policy will be demonstrated by all staff

GUIDANCE AND COUNSELLING

We will ensure that where required you receive informed, impartial, supportive and timely guidance and counselling which will cover the following:

Before you start

- the most suitable course and qualification for you - based on your existing knowledge, skills, experience and career aspirations
- alternative courses of study both here and elsewhere as appropriate
- the financial implications of being a student

When you start

- what we expect of you if you are to make the most of what the College offers
- the guidance and support on offer to help you achieve your educational goals
- our rules, disciplinary and other procedures, course requirements and our special arrangements for your security and safety

While you are studying

- progress you are making

- difficulties affecting your studies (problems with money, accommodation, etc.)
- opportunities for further study
- impartial advice and information for you to make a successful transition to employment or further study.

LEARNING DIFFICULTIES OR PHYSICAL DISABILITIES

If you have Learning Difficulties or Physical Disabilities

The College encourages you to let us know of any learning difficulties or physical disabilities you may have both in order to aid your transition into College and support you throughout your studies.

Our *Disability Statement* requires that any disclosure you make will not act as a barrier to your application being considered.

Any disclosure will be treated in confidence to enable us to help you.

You will find that:

1. We strive, as far as possible, to provide courses which meet the needs of students who have learning difficulties and/or physical disabilities.
2. Additional support staff and specialised equipment may be available to meet your particular needs.
3. We are committed to improving aspects of physical access to our facilities.
4. Information on achievements gained by previous students who required additional help is available to students and their sponsors on request.
5. Should you need to discuss issues on learning difficulties or physical disabilities support will be provided by the Learning Support Coordinator or Student Advisers.

WHAT THE COLLEGE EXPECTS OF YOU

As part of our partnership we need you:

1. To be prepared to accept increasing levels of responsibility for your own learning.
2. To attend punctually for all required activities and to account for any absences.
3. To take responsibility for maintaining an acceptable standard of behaviour both at College and while engaged in activities associated with the College.
4. To complete your work to the best of your abilities – and to specified deadlines.
5. To adhere to the College's Equality, Diversity and Inclusion Policies and Statements
6. To be responsible for safe working practices within College areas and maintain the requirements of the *College Health and Safety Policy*

B EMPLOYERS

The College also sees itself as being in partnership with employers.

The following entitlements will be part of our partnership with employers:

1. All enquiries will be handled courteously and promptly.
2. We will provide information on course content and levels which will help you recruit suitable employees, and will enable you to send employees on courses that meet your needs and theirs.
3. A high quality of teaching/course delivery and effectively managed learning is available for your employees.
4. We will provide information about any facilities and services you can use and any related charges made.
5. We will seek your views on our services to you.

If you recruit from Moray College

On request you will receive clear and concise information about:

1. What prospective employees are likely to know, understand and be able to do following their learning and training at Moray College.
2. What has been done in College to improve essential skills in students ie Communication, Information Technology, Numeracy/Maths, Problem Solving, Working with Others, Citizenship, and Employability Skills.
3. What has been done to improve specific vocational skills relevant to the position you seek to fill.

If you send employees on courses to Moray College

You will receive clear and accurate information on:

1. Courses and options for study.
2. Our charges and how they are arrived at.
3. The time devoted to study.
4. The way in which learning, teaching and assessment is facilitated.
5. The qualifications to be awarded.
6. Attendance and progress of your employees.

If you offer work placements

You can expect the College to make sure that:

1. There is a clear statement of the objectives of the placement.
2. There is a clear statement of your responsibilities and those of Moray College for marking assessments and supervising the students.
3. The College takes all reasonable steps to make sure that students will come well prepared and make a useful contribution during their time with you.

Responding to the Needs of the Business Community

1. Moray College will strive to respond to the needs of the local business community for education and training.
2. You have the opportunity to play a part in this if you wish by being a member of:
 - The Board of Management
 - Course Committees
 - Directorate Academic Committees
 - Other liaison groups

If you are interested, please write to the Assistant Principal: Planning and Quality at the address provided on page 13.

C LOCAL COMMUNITY

1. The College will strive to ensure that it meets the needs of the Moray community to the greatest extent possible from within the resources available.
2. Information on our educational, recreational and other facilities will be made available in the College, libraries, Community Centres and other publicity media. The opening times are available from College Reception.
3. College accommodation is available for use by community groups. For details and charges you should contact accommodation@moray.uhi.ac.uk or telephone 01343 576475.

WHAT TO DO IF THINGS GO WRONG

You have the right to expect:

1. Open, fair and effective complaints procedures if you are not satisfied with the services you receive
2. Constructive comments and criticism will help us improve the service we provide. You can make a major contribution to maintaining or enhancing standards by giving us your views and making suggestions. To do this,

please use complete one of our `Comments and Suggestions` cards and post this at one of the various collection boxes. Alternatively you can use the on-line facility and e-mail your comment/suggestion to:

comments.suggestions@moray.uhi.ac.uk

3. Students are encouraged to contribute to course monitoring by raising any concerns with their Class Representatives, Student Adviser, Curriculum Leader, Assistant Director of curriculum and Quality or Director of Curriculum and Quality.

COMPLAINTS POLICY AND PROCEDURE – STUDENTS

If you are not satisfied with any aspect of the service you have received, (and you have not been able to resolve it directly with the member of staff concerned), please refer to the *Complaints Policy* and follow the *Complaints Procedure* (copies are available in the Learning Resource Centre, Reception, Student Guidance Office, The Space, the Students' Union Office and can be found on the College's web site).

Students on Higher Education Courses (mainly HNC, HND and Degree) will also find a copy of the *UHI Complaints Procedure* at these locations.

If you remain dissatisfied after all internal stages of the process have been completed, you may appeal to the Scottish Public Services Ombudsman at www.scottishombudsman.org.uk

COMPLAINTS PROCEDURE – EMPLOYERS AND MEMBERS OF THE LOCAL COMMUNITY

If you are an employer or a member of the wider community and are unhappy with any aspect of the service the College provides, then please refer to our *Complaints Policy* and follow our *Complaints Procedure*.

If you are not satisfied with any aspect of the service that you have received, please write to the College Principal and explain the nature of your complaint.

We will provide an acknowledgement within 3 working days and initial response normally within 10 working days. If we are unable to respond within 10 days because of illness/holidays, we will keep you informed of progress in dealing with your complaint.

When your complaint has been investigated you will receive a written response

from the College Principal.

If you remain dissatisfied after all internal stages of the process have been completed, you may appeal to the Scottish Public Services Ombudsman at www.scottishombudsman.org.uk

HOW WELL IS THE COLLEGE DOING?

1. We will publish results and details of student achievement
2. We will publish details of what our students go on to do when they leave
3. We will make available other reports on the work of the College
4. We will publish a summary of the Strategic and Operational Plans which outline the major objectives of the College for the next 3 year period and how we intend to measure progress.

FINALLY

Our Charter is designed to help us to help you, so if you have any questions about this Charter, or any comments on it, please contact:

Tom McGarry, Assistant Principal: Planning and Quality

Moray College, Moray Street, Elgin. IV30 1JJ.

Telephone (01343) 576308

FAX (01343) 576001

E-mail tom.mcgarry@moray.uhi.ac.uk