

Document Title: Lakes College - Higher Education - Student Charter

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Approved By: Paul Fairclough

Author: Mark Birschel

Responsible Board: Higher Education Academic Board

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Document Change Log	
Summary of changes made between previous issue and this current issue	Page number

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o info@lwc.ac.uk

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1 Summary of this document

The Higher Education Student Charter reflects the collaborative relationship between the Institution, our students and our Student, Staff Liaison Committee. It applies to all students enrolled on Higher Education programmes. The Charter has been jointly developed with staff, students, and the Student, Staff Liaison Committee.

The Charter sets out the expectations and obligations between the Institution and students, reflecting our community values and principals.

This document is located within Lakes College designated SharePoint site and on the Lakes College Higher Education website so you can access this throughout your journey.

2 Responsibilities

Title	Responsibility
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The Dean of HE	Has overall responsibility for the strategic management of Higher Education Administration Policy, including the HE Student Charter.
Student, Staff Liaison Committee (SSLC)	SSLCs will determine the extent to which college processes allow the following: <ul style="list-style-type: none"> • Students know how to give feedback including all channels* to include all perspectives whether positive or not. • That student feedback is taken seriously, shared, and actioned. • That the outcome of any concerns is fed back to students in a timely and meaningful way.
Higher Education Academic Board	The Academic Board's primary duties are to oversee Higher Education academic standards, the quality of all Higher Education programmes within the Institution, and the student learning experience.
Institution Board of Governors	Monitors the Higher Education provision to review feedback from Higher Education students. The Chair of the Academic Board will report to the Board of Governors.

3 Our Values

The Student Charter describes ways in which members of the Lakes College community work together in partnership and it is underpinned by three core values:

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READY

- We are prepared, present and committed to our best.
- We take responsibility for our own learning and improvement.
- We all take responsibility to do the right thing.

RESPECTFUL

- We deliver consistently high standards.
- We respect and value everyone's contribution and celebrate differences.
- We respect our environment and the role we play in our community.

POTENTIAL

- Be your best, support and inspire others to be their best.
- We work together as one college.
- We are productive, reflective and seek to improve.
- We embrace opportunities to build resilience.

Our key aim is helping and supporting all our students to succeed.

As the Institution continues to change and evolve, we will review this Charter every year with you our HE students and stakeholders. We will work with student representatives and the Staff, Student Liaison Committee, to ensure the Charter reflects your current needs, challenges, and aspirations.

4 Our Guiding Principles

We make the following commitments to you based on four fundamental guiding principles:

AMBITION

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- We will endeavour to be agile, embracing change and innovation in all our operations.
- We have high standards as an Institution for ourselves and our learners and will always act and behave in a manner commensurate with those standards.
- We are committed to delivering and hitting our strategic targets to support you to achieve the best outcomes.

COMMUNITY

- Within the Institution we will ensure our programmes offer and services meet local, regional, and national priorities, and that we are closely tuned to Cumbria’s economic needs and employment priorities.
- Our aim is to enable as many people as possible to contribute to economic growth and share prosperity, through the programmes and skills training we offer.
- We recognise our role in serving our local community, providing community assets, and delivering inclusive, accessible, high quality, courses, and skills development for all.

SUSTAINABLE OPERATIONS

- We are committed to ensuring sustainability in all our operations through, environmental good practice; developing our staff teams; and managing finances and effective operations with supporting digital processes and technology.
- We encourage innovation, collaboration, and reflection leading to new ideas and improved methods in our programmes, teaching and student support services.
- We gather, evaluate, and use data to drive improvements in our courses and student services.

ONE COLLEGE

- We act as one college in all we do, embracing and demonstrates our values of: Ready, Respect, Potential.

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- The College expects everyone to take responsibility for key actions that affect students and their learning, taking necessary action swiftly, thereby not leaving to others.

5 Our Expectations of You

We expect you to:

- Treat staff and fellow students with respect.
- Attend induction, participate in timetabled classes, attend meetings and tutorials, engage with self-directed and online learning, etc.
- Obtain agreement in advance for any essential absences and record any unexpected absences on EBS and with your Welfare and Progress Coach.
- Take responsibility for managing your own learning: actively engaging in your course; ensuring you spend sufficient regular time in independent study and participating in group activities.
- Submit assessed work by stated deadlines and actively participate in feedback.
- Support your course representatives and participate in the system which will lead to improvements in the quality of learning and teaching.

6 Sources of Further Information

Team	How can they support you?	How can you contact them?
Student Progress and Welfare Coach	Provide pastoral support and guidance	teammentors@lcwc.ac.uk

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		or G36
Curriculum Operational Leader	Listen to your concern and resolve issues with your programme	Please refer to your programme specification
Programme Leader	Listen to your concern and resolve issues with your programme	Please refer to your programme specification
Programme Academic Team	Listen to your concern and resolve issues with your programme	Please refer to your programme specification
Executive Cross College Services Manager	Will log an appeal and start the appeal process	teamcca@lwc.acuk

7 Other relevant policies and procedures

- [Admission Policy and Procedure](#)
- [Complaints Policy and Procedure](#)
- [Lakes College - Higher Education Strategy 2023-2025](#)
- [Lakes College - Equality Diversity and Inclusion Strategy 2023-2025](#)
- [Lakes College - Single Equality Policy](#)
- [Reasonable Adjustment Policy](#)
- [Higher Education Fitness to Study Policy and Procedure](#)
- [Higher Education Terms and Conditions](#)

8 External references

- Equality Act 2010 [Adjustments for disabled persons](#)
- Office for Students [Home - Office for Students](#)
- Office for the Independent Adjudicator [Office of the Independent Adjudicator for Higher Education - OIAHE](#)
- Consumer Rights [Consumer Rights Act 2015 \(legislation.gov.uk\)](#)
- Data Protection Act [Data protection: The Data Protection Act - GOV.UK \(www.gov.uk\)](#)
- CMA [Higher education: consumer law advice for providers - GOV.UK \(www.gov.uk\)](#)

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- [The Consumer Contracts \(Information, Cancellation and Additional Charges\) Regulations 2013 \(legislation.gov.uk\)](#)

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