Document Title:	**Lakes College - Higher Education - Student Charter**
Document Ref:	**HE/POL/004**
Approved By:	**Karen Wilson**
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Responsible Board:	**Higher Education Academic Board**
Date last reviewed:	**28/09/2026**
Date of next review:	**27/08/2027**
Approval date:	**28/09/2026**

Document Change Log	
Summary of changes made between previous issue and this current issue	**Page number**
Policy date changes	1
Values Updated	4
Strategic priorities updated	5
Equality Assessment reviewed	9

If you require this document in an alternative format (such as large print, Braille, printed on coloured paper or a paper copy of an electronic document), please use the following email address:

- info@lcwc.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
Vice-Principal	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: • 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:

- BELONG
  We create a culture where everyone feels valued, supported and able to succeed
- PERFORM
  We set high standards and deliver outstanding outcomes
- INNOVATE

  We embrace change, lead thinking and shape the landscape of skills. We are curious and look to challenge existing processes and create future ready solutions

- CONNECT

We work with a broad range of stakeholders and ensure our education solutions meet local and regional needs

- INSPIRE
- Everyone is a leader. We motivate and promote high ambition in our learners, staff and communities.

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 Strategic Priorities

We make the following commitments to you based on our five strategic priorities:

:

- Exceptional Education and Outcomes
- Leading Clean Energy and Technical Excellence
- Skills for Growth & Employers
- Culture People and Belonging
- Sustainable Future Ready College

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 college system
- 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 Services Team	Provide pastoral support and guidance	teamstudentservices@lcwc.ac.uk Student Services Office
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@lcwc.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)
- Date 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)
- The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (legislation.gov.uk)

Initial Screening for Equality Impact Assessment (including Safeguarding)
To be completed prior to a Policy or Procedure being introduced and at each review.

Name of Policy/Procedure:	
Is this a new or existing policy/procedure? □ New X □ Existing	
1. To ensure that the policy / procedure complies with the Equality Act 2010, which of the listed categories could be impacted by the policy / procedure? (The categories follow the College Single Equality Policy, and the impact could be positive or negative.) □ Age □ Compliance with Children & Families Act 2014 □ Disability □ Gender □ Race/ethnicity □ Gender Re-Assignment □ Marriage/Civil Partnership □ Pregnancy/Maternity □ Socio-Economic □ Sexual Orientation □ Religion/Belief x□ All of the above □ None of the above expected	
2. What are the risks of introducing this policy / procedure change to any of the above groups?	None, provides clarity of protections and expectations for all students
3. What are the expected benefits of introducing this policy / change to any of the above groups?	Provides clarity of protections and expectations for all students
4. Are there any areas or issues that could impact on the safety of staff or learners?	None
5. What evidence do you have for your responses to questions 2, 3 and 4? (e.g. evidence could be provided to counteract identified risks and, therefore, a full screening would not be required)	As outlined in charter.
6. What is the level of risk for the policy / procedure?	□ High □ Medium X□ Low
7. Is a Full Screening Impact Assessment required?	□ Yes (complete the box below) X□No
What are the recommendations from Equality Impact Assessment? None	

Date of Review:	28th September 2026
Reviewer's Name:	Karen Wilson
Reviewer's Job title:	Chief Operating Officer