

# NEC Student Charter

In this Student Charter, we aim to set out our commitments to you and what we ask of you in return.

By working together, we hope to ensure that we offer a great learning environment where you can achieve your learning ambitions.



## Our commitments to you

1. To deliver a high-quality, easily accessible learning environment.
2. To support you in the achievement of your learning ambitions.
3. To create an inclusive learning environment.
4. To be open to doing things differently .

This charter will outline what we will do to meet these commitments, and what we ask of you in return.



# 1. To deliver a high-quality, easily accessible learning environment

| We will:  | In return we ask you to:  |
|---|---|
| Provide high-quality learning materials through our online learning environment, learn@nec.   | Actively engage in all teaching and learning activities to the best of your abilities. Familiarise yourself with the <i>Help Hub</i> and <i>Exams and Assessment</i> areas on learn@nec.  |
| Provide online guidance, through the <i>Five Steps to Getting Started</i> section, to help you maximise the potential of learn@nec. | Take responsibility for reading all course requirements, including key dates and ensuring these are adhered to. Read the <i>About Assessment</i> sections of your course(s) and take note of any deadlines (e.g., for NEA submissions or applications) and ensure these are met. Put aside regular time to study. |
| Provide you with an NEC tutor who is qualified and experienced in assessing and delivering your chosen subject.                     | Familiarise yourself with the NEC teaching and learning policies on learn@nec.  |
| Offer a Student Support service for general guidance and/or administrative course support.  | Be clear and aware of when and how to seek advice and support.  |
| Provide accurate and timely advice about examination entry where appropriate.   | Undertake your work diligently and take responsibility for its completion.  |
| Provide a Pastoral Support Service to ensure all students can progress, regardless of their additional needs or context.            | Share information about your context and/or additional needs and engage with the Pastoral Support Service where appropriate.  |

## 2. To support you in the achievement of your learning ambitions

| We will:   | In return we ask you to:   |
|--|--|
| <p>Ask your tutor to:</p> <ul style="list-style-type: none"> <li>• send a welcome message to you on learn@nec when your enrolment is confirmed and within 2-3 working days</li> <li>• provide robust and feed-forward feedback to the assignments you submit within 3-5 working days</li> <li>• respond to messages you send on learn@nec within 2-3 working days</li> <li>• contribute to the course forums with topics and information to enhance your learning experience.</li> </ul> | <p>Complete the Introductory Assignment so that your tutor understands your motivations and circumstances.</p> <p>Take responsibility for completing all activity in a timely manner, and according to NEC deadlines.</p> <p>Post your queries on the course forum(s) and actively engage with the learning community.</p> |
| <p>Complete and provide additional Student Service* requests such as past paper marking, tutorials and support with progression such as a UCAS service.</p> <p>*Services have an additional fee</p>  | <p>Inform your tutor and Student Support if, for any reason, you are unable to continue with your course.</p>  |
| <p>Provide an exams and assessment service to support exam entry applications.</p>   | <p>Ensure that all work you submit is your own and that you understand NEC's plagiarism policies. Understand that your assignment will be processed by our automated plagiarism checker.</p>   |
| <p>Offer a Student Support service for general guidance and/or administrative course support.</p>  | <p>Follow procedures if you wish to communicate with your tutor or a member of the Student Support team.</p>   |
| <p>Provide accurate and timely advice about examination entry where appropriate.</p>   |  |

### 3. Create an inclusive learning environment

| We will:   | In return we ask you to:  |
|--|---|
| Treat you as an individual, because we understand everyone has different needs when it comes to education. | Engage positively with the NEC learning community which treats all its members with respect, courtesy and without discrimination. |
| Provide a friendly, inclusive learning community.  | Read the Bullying and Harassment Policy and Equality and Diversity Policy that are available on the Help Hub on learn@nec.        |
| Provide a robust Pastoral Support Service which draws on specialist external support.                      | Discuss any specific needs you have before you enrol and tell us if your needs change.  |
| Provide inclusive, accessible information and support for our learners.                                    | Engage with the Student eSafety course and follow internet safety and best practices in internet behaviour at all times.          |



## 4. To be open to doing things differently

| We will:  | In return we ask you to:  |
|---|---|
| Review our courses and procedures to ensure they match the needs of our students. | Give us feedback to help us with our process of continuous improvement.   |
| Respond to suggestions and complaints in a timely manner.                         | Raise any issues you have with your course delivery, course materials or your course tutor with Student Support promptly so that we can help resolve these swiftly. |
| Mirror awarding organisations' requirements in the case of academic appeals.      | Follow NEC's procedures regarding Complaints and Appeals. These are available on the <i>Help Hub</i> on learn@nec.  |



## Get in touch at

E: [Student.Support@nec.ac.uk](mailto:Student.Support@nec.ac.uk)

T: 01223 400 200

