



Student Charter

LOCAL POLICY

Version 5

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Approved By:	Strategic Leadership Team
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Corporate Development

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Further Information

For further information about the content of this policy please contact:

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Policy Compliance details:-

Compliance with Equality Legislation.

PLEASE NOTE: Policies must be equality screened before being submitted to SLT and Trade Unions:-

Equality Screening Date:	25/08/2009
Equality Screening Outcome:	Screened Out
Sector or Local Screening:	Local Screening
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Equality Impact Assessment	Not Applicable
(EQIA) Date (if applicable):	Not Applicable
EQIA Key Outcomes:	Not Applicable

Document History

Version Number	Author	Updates/Amendments	Date
1.0	Learner Success	Policy published	August 2012
2.0	Learner Success	Policy transferred to new format	04/02/2019
3.0	Learner Success	Annual Review and changes as a result of Covid-19	September 2020
4.0	Learner Success	Reviewed – no amendments made at this time.	September 2021
5.0	Learner Success	Reviewed – no amendments made at this time.	September 2024

Table setting out the version history of this Policy - what changes were made, when and by whom

Distribution

This document has been distributed as follows:

Name	Date (where applicable)
Trade Union	N/A
Strategic Leadership Team	August 2012
Committee	N/A
Governing Body	N/A
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Table setting out who has approved the document and when

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1 Policy Aim

Belfast Metropolitan College aims to deliver outstanding education to all our students in an atmosphere of mutual respect. This Student Charter sets out what you can expect as a student at the College and also what the College expects from you in order to ensure that your learning objectives are met. Learning is a two-way partnership between the students and staff of our College.

2 What prospective students can expect from the College:

- An effective admissions and enrolment service to ensure that the transition into Belfast Met is fair, equitable and transparent.
- Informed, impartial support and timely guidance to enable you to choose a programme of study that suits your ability and aspirations.
- To be treated with equity and respect at all times regardless of ethnic origin, religious beliefs, political opinion, age, gender, marital status, sexual orientation, disability, caring responsibilities etc.
- Support services to meet any additional support needs you may have, or to enable you to overcome barriers to your education and learning.

3 Enrolled students can expect access to the following information and facilities:

- A comprehensive induction to College services, resources, policies and procedures, and to your own programme of study.
- Course information/handbook.
- Outline of student support services/student support handbook.
- A Personal Tutor who will advise you on pastoral care information (full-time students only).
- Regular feedback on your progress from your course tutor.
- Study support, libraries and resource-based learning.
- Guidance on how to make a complaint.
- Opportunities to give feedback on the quality of teaching and other services.
- Opportunities to access work experience/placement and industry visits where appropriate.

As a student in this College, you have a right to be able to study in a safe, harmonious environment, to be treated with respect, fairness and dignity, and not to be subjected to any form of bullying, harassment, abuse or victimisation because of your background, ability, culture, identity or caring responsibilities.

4 Your College will:

- Provide you with a quality learning experience in a safe, clean and caring environment.
- Be well prepared, approachable, and use stimulating teaching methods.
- Give guidance on assessment and homework provision.
- Make reasonable adjustments approved by the College to facilitate your learning.
- Provide opportunities for your views and feedback to shape College improvements.
- Handle your personal information in accordance with prevailing data protection legislation.

5 During and on completion of your course you will receive:

- A clear and comprehensive record of your achievements within a specified time period. This may include awarding body certification, notification of grades or course tutor feedback.
- Guidance on opportunities for progression.
- Appropriate opportunities to prepare for job applications and interviews.

6 What the College expects from you:

- Full engagement in your educational experience, taking responsibility for your own learning.
- Adherence to the Student Code of Conduct.
 - Full attendance is expected for all classes and timetabled activities. (Reasonable adjustments may be accommodated where appropriate).
 - Use of facilities such as the Quiet Rooms outside of allocated class time only.
- Compliance with the no smoking policy on all College sites; this includes electronic cigarettes.
- Compliance with the College's Health and Safety requirements.
- Completion of all coursework and assignments in line with set deadlines.
- To carry your Belfast Met student identity card at all times while on College premises or on business or activities connected with the College.
- Pay any course or examination fees or residential costs due for your course of study. Provide proof of payment responsibility if your fees are paid by an employer, managing agent or Student Finance NI.
- Declare any relevant criminal convictions, in line with the Student Criminal Convictions Disclosure policy.
- Treat others with respect and dignity, regardless of their ability, background or cultural identity.
- Familiarise yourself with the College's student policies, all of which can be found on the [College website](#). Breach of these policies could result in disciplinary action.

7 Complaints

It is hoped that we will be able to resolve any complaint through the complaints procedure. If you remain dissatisfied with the outcome you have the right to raise the matter with the Northern Ireland Ombudsman's Office (in his/her role as Commissioner for Complaints).

You can complain to the Ombudsman; however, the Ombudsman will normally only consider a complaint after it has been managed in accordance with the College's Customer Complaints Policy.

Contact details for the Ombudsman are:

Northern Ireland Public Services Ombudsman

Progressive House
33 Wellington Place
Belfast
BT1 6HN