

# Student Charter 2019/20

UKCBC is committed to supporting students as they work towards fulfilling their academic and personal potential. Together as staff and students, we form a community working closely to facilitate learning within a culture based on mutual respect in which individual rights, responsibilities, and diverse needs are promoted.

## Our Vision

The UK College of Business and Computing (UKCBC) is an international, independent higher education (HE) college. UKCBC has been successful in providing affordable, high-quality education for the last 17 years to students from the United Kingdom and the European Union.

UKCBC has developed a sustainable and student-focused teaching model that supports individuals from a wide variety of social backgrounds, including those within communities who are traditionally less likely to access higher education. Many of UKCBC's students have been away from formal education for many years or have significant caring and existing career commitments; this results in a strong contribution to social and career mobility through the student community.

## Our Mission

The mission of UKCBC is to work alongside students to lay the foundations for long-term success in their professional futures. We see education as a lifelong process; as such, it is our responsibility to encourage students to be receptive to the ever-changing employment landscape by developing an active involvement in learning while studying at UKCBC.

Our mission extends to promoting accessibility, quality of service, equality of opportunity, and providing students with a safe and supportive environment. Being a higher education provider, we also recognise the need to assess and refine our academic courses regularly to help our graduates stay relevant on the local, national and international employment market.

## Our Achievements

- Higher Education Review (HER) by Quality Assurance Agency (QAA) – 'Positive'
- Approved by Bath Spa University for honours degree programmes

- Matrix Accredited for information, advice and guidance provided to students
- Partnership with New City College (Redbridge) to deliver BTEC HNDs
- Teaching Excellence Framework Provisional Award
- Accredited by British Council as an Approved English Language Training Provider
- 96% student satisfaction rating from the National Student Survey
- ISO 9001 Certification
- Member of the London Chamber of Commerce

## **Our Values**

- *ACADEMIC EXCELLENCE*: Provision of high-quality undergraduate education
- *CARING FOR INDIVIDUALS*: Develop students' transferable and employability skills
- *PREPARING STUDENTS FOR THE FUTURE*: Promotion of critical thinking
- *COMMITMENT TO DIVERSITY*: Provision of education to all regardless of preferential learning style or experience

Our Student Charter is designed to guide you through your time at the College and to ensure that you make the most of your experience. It is also a reference point for students and staff to consider the nature of the rights and responsibilities of all those included within the College community. It does not constitute a legally binding contract but gives an overview of how we work together to establish and maintain our unique learning and living culture. Our Student Charter has been jointly developed by the College staff and students.

## **Our Student Charter:**

### ***At all times, you can expect the College to:***

1. Maintain a high level of teaching, support, advice, and guidance;
2. Provide access to activities that will enhance employability and personal development;
3. Have a full and fair admissions process;
4. Ensure that we fulfill our legal requirements and reflect a commitment to promoting equality and diversity;
5. Maintain regular and continuing CPD for professional development for its staff;
6. Provide Support for student participation in academic development and course management, including elections of representatives;

7. To provide clearly defined access to library and IT facilities;

8. Endow students access to advice on welfare through our network of Student Advisors and Campus Managers; finance, complaints and careers advice;



9. Notify in advance (wherever possible) of any changes to your time table, class cancellation and/or any re-schedule of event/s.

***To support you during your studies, the College will:***

1. Provide a course module booklet that outlines clear Programme and Module specifications, information about your assessment criteria, contact hours, mode of delivery, assessment arrangements and regulations, academic guidance, how to access relevant support and any necessary professional requirements;
2. Support students to ensure that they have developed the necessary study skills to succeed at the College, and are aware of their own responsibility in maintaining academic integrity;
3. Provide information on the website, student handbook and through course advisors regarding course costs, payment options, and deadlines and other costs, e.g. printing etc.

***As a student, you will undertake to:***

1. Treat staff and your fellow students with respect, dignity and courtesy with due consideration for their individual needs;
2. Attend induction, participate in timetabled classes, attend meetings with lecturers, etc.
3. Obtain an agreement from the Administration Team in advance for any absences;
4. Take full advantage of the facilities and opportunities that are on offer at the College;
5. Take responsibility for managing your own learning, actively engaging in your studies and research, ensuring you spend sufficient regular time in independent study and participate fully in group learning activities including workshops and presentations;
6. Submit checked coursework by stated deadlines and attend all assignment support sessions with your lecturer;

7. Engage with the election of student representatives at the College and provide them with your personal feedback and opinions;
8. Participate in relevant campaigns to provide useful and constructive feedback, which will lead to enhancement of the quality of learning and teaching and overall student experience;
9. Ensure that you familiarize yourself with the College regulations that relate to your programme of study;
10. Conform to the College's Code of Conduct and Regulations which exist for the safety and well-being of all the College community.