

NEW CAREER SKILLS LIMITED



Where do you want to be tomorrow?

STUDENT CHARTER

Session 2007-2008

The Student Charter can be accessed at:-

www.newcareerskills.co.uk/charter

Updated: December 2006

THE STUDENT CHARTER

Our Awarding Bodies Accreditations set a framework for the standard of service that you as students can expect to receive from us. This leaflet is a guide to the services provided by us.

For our part we expect you to make full and responsible use of the opportunities open to you through our training programmes.

Company Mission

New Career Skills aims to be excellent in delivering learning and teaching, in undertaking research and commercialisation, in promoting research and scholarship, and in governance and management. Our training programmes will be accessible and inclusive.

Our activities will be guided by its six underlying principles:

1. **Improving** continuously the quality of its teaching and learning, research, governance, leadership and management.
2. **Realising** the potential of all its students and staff.
3. **Contributing** towards the creation of democratic societies which value their cultural legacies, and are characterised by social inclusiveness and openness.
4. **Encouraging** the development of philanthropy to build a stronger environment for excellence in teaching and research.
5. **Supporting** and promoting a sustainable, safe and aesthetically pleasing environment.
6. **Enhancing** its role as a regional, national and international cultural centre.

Before you begin

Enquiries and Visits

If you are a prospective student and have any enquiries about our training programme, or if you wish to visit our training centres before deciding whether to apply to study with us, contact the Student Recruitment.

Admission, Courses and Programmes

As a student you apply for admission to a particular programme and are admitted to a course (e.g. Plumbing WROCN or Electrical City & Guilds) rather than to a School. Full details of our structures and programmes are contained in the relevant Prospectus, which also outlines entry requirements and explains how you should apply for admission.

All applicants are assured of the same consideration and are assessed by common standards.

Facilities

We have a wide range of excellent facilities available to its students. Details of accommodation can be found from Student Administration at our Head Office.

Student Support Services

Student Support Services includes Technical Support and Job Search Teams, located in one of our Training Centres.

The co-ordination and development of student support services is the responsibility of the Manager of Student Support Services, who is also available for consultation or guidance in the case of complaints.

Students with Disabilities

Our Training Centres welcomes students with disabilities and is committed to improving access to its courses, facilities, and social life. It is our policy to consider applications from students with disabilities on the same grounds as apply to all candidates.

It is also policy to take specific disabilities into account when making arrangements for the assessment of a student's performance. If you wish special consideration, the onus is on you to notify the College via Student Support Services at the earliest opportunity.

Financial Information

You can find financial information from your Advisor who will also provide information on Course fees.

While you are a student

Equal Opportunities

New Career Skills confirms its commitment to equality of opportunity, whereby staff and students are treated fairly and with respect. The Company welcomes diversity and seeks to provide an inclusive environment in which to learn.

Race Equality Policy

New Career Skills adopts a zero tolerance approach to racist behaviour.

Sexual Harassment

We have adopted a Code of Practice on Sexual Harassment.

Quality Assurance

We seek constantly to maintain and enhance its teaching and learning through a range of academic quality assurance mechanisms. The performance of individual members of the academic and administrative staff is reviewed through the College's staff appraisal procedures.

Examinations at every level include a vital element of outside monitoring by External Examiners from other stake holders, whose role it is to ensure fairness and the maintenance and comparability of academic standards.

Academic Appeals

If you ever wish to appeal against an academic decision (e.g. by Examiners refusing to award a pass) you should consult Student Support Services.

Career Opportunities

Throughout your time, and indeed after you have completed your training, you may make use of the information and advice facilities of the Careers & Appointments Service (New Career Search). The Service provides information on career areas, further study, employment recruiting, regional, national and overseas study and employment.

When you leave New Career Skills

Certificates, Diplomas and Awards

We offer a range of qualifications. Details of the requirements for successful completion are given in the various Prospectuses.

MAKING YOUR OPINIONS KNOWN

We cherish freedom of speech and the responsible expression of all opinions. There are many formal and informal channels of communication within our training centres through which you can make your views known to academic staff and to the Directors.

A copy of the Complaints Procedure can be obtained from the Student Support Services, which can provide advice in regard to complaints or non-academic appeals.
