

**NEW CAREER SKILLS LIMITED**



*Where do you want to be tomorrow?*

# **STUDENT CHARTER**

**Session 2009-2010**

The Student Charter can be accessed at:-

**[www.newcareerskills.co.uk/charter](http://www.newcareerskills.co.uk/charter)**

## THE STUDENT CHARTER

The Awarding Bodies which accredit our programmes set a framework for the standard of service which you as a student can expect to receive from us. This leaflet is a guide to the services we provide.

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

### **New Careers Skills Mission**

New Career Skills aims to be excellent in delivering learning and teaching, and to consistently strive to improve the administration and management of our business. Our training programmes will be accessible and inclusive.

Our activities will be guided by its five underlying principles:

1. **Improving** continuously the quality of its teaching and learning, leadership and management.
2. **Realising** the potential of all its students and staff.
3. **Encouraging** a supportive environment to stimulate the development of both staff and students.
4. **Supporting** and promoting a welcoming, safe and aesthetically pleasing environment.
5. **Enhancing** its role as a regional, and national training centre

### **Before you begin**

#### **Enquiries and Visits**

If you are a prospective student and have any enquiries about our training programmes, or if you wish to visit our training centres before deciding whether to apply to study with us, contact our Student Recruitment services on 01424 773650.

#### **Admission, Courses and Programmes**

As a student you are applying for admission to one of a range of learning programmes. Full details of our courses, structures and programmes are contained in the relevant course syllabus, and explain 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 our students. Details of accommodation can be found from your Student Support contact: 01424 774596.

#### **Student Support Services**

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

## **Support Personnel**

Student Support Services Manager	01424 774596
Disability Advisor	01424 773650
Technical Student Support (Plumbing)	023 8027 8660
Technical Student Support (Electrical)	023 8027 8660
Technical Student Support (Energy Assessment)	0845 643 0631
Technical Student Support (Renewables)	023 8027 8660
Technical Student Support (PPM)	0845 643 0631

## **Students with Disabilities**

Our training centres welcome students with disabilities and are committed to improving access to its courses, facilities, and social life. We will consider all applications from students with disabilities in compliance with our Equal Opportunities Policy.

The specific disabilities of Students will be taken into consideration when making arrangements for the assessment of practical performance. Students with some disabilities may also be entitled to extra time in written examination situations. If you require special arrangements to be made or wish to discuss your situation please contact Student Support Services at the earliest opportunity.

## **Financial Information**

You can find financial information from your Course Advisor or our sales team who will also provide information on Training fees. The Call Centre number is 01424 773995.

## **Whilst 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. We welcome diversity and seek 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**

Sexual Harassment of Staff or Students will not be tolerated.

### **Quality Assurance**

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

Assessment and Examinations at every level include a vital element of outside monitoring by External Verifiers from Awarding Bodies, and also In house internal verifiers who perform a similar task. Their role is to ensure fairness and the maintenance and comparability of academic and technical standards.

## **Appeals**

- If you wish to appeal against an academic or technical decision (e.g. you disagree with an Assessment decision) you should contact Student Support Services to obtain the relevant appeals form to complete and submit.
- If you wish to appeal with regard to your treatment by a member of staff you should contact Student Support Services to obtain the relevant appeals form to complete and submit.
- If you wish to lodge a complaint regarding a colleague or fellow student you should inform your Assessor in the first instance, who will then action your complaint.

In all instances your complaint will be dealt with promptly and with sensitivity.

## **Career Opportunities**

Throughout your time during training, 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, both regional and national.

## **Progression Route**

When you have completed your Current Course and wish to continue with your learning we deliver a range of:

## **Certificates, Diplomas and Awards**

We offer a range of Qualifications, Programmes & Accreditations. Details of the requirements from enrolment to 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 our Complaints Procedure can be obtained from the Student Support Services, which can provide advice in regard to complaints or non-academic appeals.