
Our Learners' Charter and Associated Policies and Procedures

QA Area (s)	<ul style="list-style-type: none">• Programmes of Education and Training• Governance and Management of Quality• Documented Approach to QA
Applies to	<input type="checkbox"/> Staff only <input type="checkbox"/> Learners only <input checked="" type="checkbox"/> Staff and learners
Policy Owner	Director of Academic Affairs and Registrar

The College is committed to the following core values, which underscore our organisational culture, our strategic priorities, and our decision-making.

3.1 Core Values

The following core values are included in the College's Strategic Plan 2020-2025.

3.1.1 We strive for *Excellence*

We are committed to quality and continuous improvement. That means taking a best practice approach to everything we do.

3.1.2 We act with *Integrity*

We are committed to honesty, transparency and upholding the highest ethical standards. That means being accountable to our learners, our partners, our stakeholders and the wider community.

3.1.3 We value *Diversity*

We are committed to inclusion, equity and mutual respect. That means actively working to eliminate bias and create an environment where every member of our community can excel.

3.1.4 We foster *Innovation*

We are committed to creativity, collaboration and problem-solving. That means continually seeking ways to optimize, enhance and add value to all our activities.

3.1.5 We nurture *Collaboration*

We are committed to mutual support, teamwork and cooperation. That means developing an open and participatory environment for our learners, partners and each other.

Our Learner Charter has been drafted in line with these values and expresses the College's commitment, through a partnership with our learners, to ensure good working relations in the College and an efficient, effective and supportive academic environment.

3.2 Learner Responsibilities and Code of Conduct

3.2.1 College Responsibilities

The College is committed to:

- Providing programmes of study that will provide our learners with opportunities for personal and social development.
- Ensuring our programmes are relevant to current and future economic and social needs in the country and in a European context.
- Provide support mechanisms to assist our learners to complete their programmes.
- Providing a high-quality teaching and learning environment for our learners.
- Promoting and supporting progression through the National Framework of Qualifications.
- Promoting equality of opportunity and the recognition of the diversity of our learner groups.
- Using learner feedback as part of its processes for monitoring and evaluating the effectiveness of programmes and services.

3.2.2 Learner Expectations

Learners at the College have the right:

- To be provided with up-to-date and accurate information relating to programmes, facilities and services.
- To have applications considered in a fair, efficient and timely manner.
- That they will have any special requirements considered by the College.
- To receive a high-quality educational experience and support services.
- To receive appropriate feedback on their academic progress and transparency regarding allocation of marks.
- To representation on the College's governance structures.
- To be treated with courtesy and respect and not suffer discrimination.
- To fair and just procedures, including appropriate appeals procedures, in all matters involving breaches of the Code of Conduct.
- To be able to represent personal views in a reasonable manner.

3.2.3 Expectations of the College

The College expects that learners will:

- Provide accurate and comprehensive information about themselves, their qualifications and previous experience.
- Inform the College if their personal circumstances change, so that appropriate interventions may be deployed.
- Inform the College if they decide to withdraw from their studies.
- Treat all members of the College community with courtesy and respect (both in physical and virtual environments).
- Inform the College of any concerns regarding equality, discrimination, harassment or safety.

- Behave in a manner that will not bring the College into disrepute.
- Participate in the College induction and orientation activities.
- Submit all coursework in line with guidance and within the stipulated time.
- Adhere to the College's Assessment Regulations, including adherence to the highest standards of academic integrity.

3.3 Code of Conduct for Learners

The College recognises that its learners are responsible individuals, capable of making informed decisions about their behaviour. It expects that each learner while engaged in College related activities will behave in a mature, courteous and honest manner which protects the reputation of the College. While self-discipline will be expected and encouraged, failure to meet the standards expected may result in sanctions up-to-and including suspension and exclusion.

The following Code of Conduct with specific provisions shall apply:

1. It is the learner's responsibility to ensure that any College fees or charges are paid.
2. Learners must ensure they are validly registered on their module/programme and carry their learner card.
3. Learners must obey any lawful instruction of the College staff.
4. Learners must not behave in a manner that may infringe the rights of others.
5. Learners must respect College property and that of all members of the College community, at all times.
6. Learners must adhere to the academic discipline of the programme, including the requirements of attendance and assessments.
7. Learners must comply with the College's Internet Access and Usage Policy (Section 10.1.6.4 [Internet Access and Internet usage policy](#))
8. Learners must ensure that they behave appropriately in their communications on or through social media.
9. Learners must comply with the Assessment Regulations of the College.
10. Learners must comply with Health and Safety regulations of the College generally and any specific regulations related to their programme.
11. Vehicles and bicycles may be parked only in authorised places and are parked at owner's risk.
12. The College does not accept responsibility for any loss of personal property. Any such loss should be reported to the College without delay.