



Student Charter

Expectation from EDA College

The EDA College is expected to;

- Deal with you fairly, justly, legally and courteously
- Make all necessary arrangements for your best educational experience
- Allow you to study in tolerant and respectful manner
- Implement its Equality and Diversity Policy by promoting equality and respecting diversity
- Fully implement its Anti-Harassment and Anti-Bullying Policy and Procedures with zero tolerance to any sort of harassment, bullying and discrimination
- Make sure all the students are fit to study, in line with its Fitness to Study Policy
- Follow the Tuition Fee refund and Compensation Policies in appropriate manners
- Ensure the freedom of speech per our College Policy and Statutory requirements
- Allow for access to the College and its services information in an accurate and reliable way
- Provide detailed induction on the programme of study and allow you to provide feedback on induction exercise
- Allow you to access your Student/Programme Handbook, Module Handbooks that include information about our academic and management team, teaching and learning strategy and assessment methods and other relevant policies and procedures
- Manage your assessments/exams in accordance with awarding bodies regulations
- Provide prompt, timely and constructive formative and summative feedback
- Provide a high quality and accessible facilities, resources and services
- Communicate with you on timely manner using approved channels of communication including college email, texts, and above the Virtual Learning Environment (VLE)
- Clearly mention the key College staff and their areas of responsibility so that you know who to contact for information. advice and guidance
- Provide access to tutorials, study skills and pastoral care systems with provision for a wide range of academic, pastoral and career-orientated content.
- Provide a range of opportunities for you to enhance your employability and develop transferable skills
- Make student representation at all levels of decision that affect your life at college and frequently review the process's effectiveness
- Allow and encourage you to provide feedback about the quality of the programme, facilities and services you receive and take necessary measures to address the concerns you raise via feedback process
- Ensure safeguarding your personal information and comply with the requirements of the Data Protection Act 2018
- Ensure it is fully compliant with consumer protection law and allow you to use complaints procedures if needed.

Expectations from EDA Students

As a student of the EDA College, you are expected to;

- Attend all the sessions with active engagement in teaching and learning activities and if you are unable to attend any session, inform us using prescribed absence report system.
- Attend inductions and provide feedback and suggest improvements in induction process
- Read and understand the details given in various handbooks and comply with the College regulations, policies and procedures
- Use College premises and facilities responsibly complying with any guidance or regulations governing their use and respecting the needs of other users.
- Meet the assessment/exam deadlines and take responsibility of own learning to meet the course completion and progression requirements
- Understand and abide by your obligations for paying course fees by meeting all deadlines for the payment of fees, understanding that non-payment will result in your place being withdrawn
- Show engagement by regularly using the College VLE and other communication channels including college email and texts sent to you from admin staff
- Treat everyone with respect, courtesy, and maintain integrity throughout your journey at EDA College
- Be aware that participating in any form of sexual harassment or misconduct, verbally, digitally, or in person, breaks UK law, and will be accordingly reported to the proper authorities
- Take reasonable care for your own safety and the safety of others, both on and off College premises
- Seek academic and pastoral support and guidance when you need it
- Inform us about any circumstances that may affect your engagement with your studies
- Provide us with up-to-date details for your student records (e.g. your address) and tell us promptly when these details change.
- Take part in the election of student representatives and when invited, attend meetings of relevant committees/boards
- Participate in feedback surveys that are conducted routinely in every semester and at the end of year to provide feedback on the quality of the educational provision and services you receive.

Student Name: _____

Signature: _____

Date: _____

Version	1.1
Publication Date	October 2024
Approved by	Academic Board
Approval Date	02 October 2024
Document Author	Principal
Document Owner	Operations Lead
Next Review Date	October 2025
Review Responsibility	Operations Lead