

# Student Charter

## **Mary Ward Centre's Mission**

Our mission is to develop and provide excellent and innovative Adult Education and Community Services

The **Student Charter** shows what students can expect from the Centre, and what we expect from students.

## **Mary Ward students can expect:**

- Courteous, helpful and friendly staff
- Impartial, relevant advice and confidential guidance
- Awareness by staff when to refer you to more specialist help
- 'Quality assured' teachers
- Well-planned courses
- A firm commitment to advancing equal opportunities
- Formal and informal channels for expressing students' views
- Any discrimination, harassment or victimisation among students or between students and other people at the Centre to be dealt with under the Student Disciplinary Procedure

## **If we fail in this you can expect:**

- A readiness to accept responsibility for our shortcomings
- A willingness to put things right
- Staff at all levels empowered to use their initiative to solve problems
- A straightforward complaints procedure
- A prompt response to any formal complaint
- Assurance that we learn from our mistakes

## **What we expect of our students:**

- Punctuality, to avoid disrupting fellow students
- Regular attendance, so that the class can proceed as planned
- Thoughtfulness, tolerance and respect for others
- Considering the needs of fellow students and not being over-demanding of time and attention to the detriment of others
- Participating, endeavouring to take full part
- Following safety instructions at all time, particularly in specialist classes, and fire evacuation procedures
- Cooperating with the class tutor
- Switching off mobile phones in class

## **Mary Ward Centre's Equality and Diversity Statement**

The Mary Ward Centre aims to be fully inclusive. We welcome people from different age groups, people from all races, nationalities and ethnicities, people of all faiths or no faith, people from all social classes, people with disabilities, whether male, female or transgender, and whether straight, lesbian, gay or bisexual. Everyone should be able to take part and fulfil their potential free from discrimination, harassment and victimisation, with equality of opportunity for all. You can report any instance of discrimination, harassment or victimisation to Reception or the Equality and Diversity Manager, and the Centre will investigate.

**If you require this document or a part of it, or any other information document, in another format such as larger type, Braille, audio, digital, or in another language, please ask.**