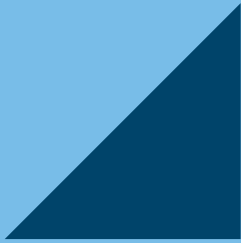
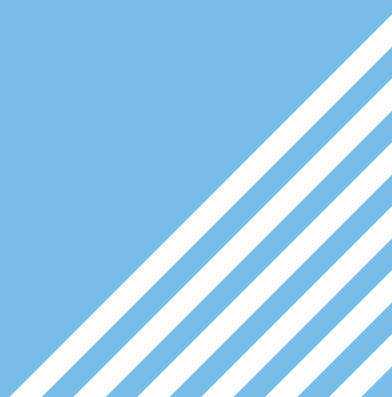


**The
Sheffield
College**



Student Charter

Our commitment to and expectations of
all students at The Sheffield College



The Student Charter reflects our vision

To help every individual Go Further. We are very proud of our diverse community and have high expectations of all students irrespective of; race, gender, transgender, disability, learning difficulty, age, sexuality, social class and culture.

The Charter outlines our commitment to, and our expectations of all students, helping you to be successful, progress and to get the most out of your studies.

You can expect:

- to feel safe in a clean, smoke free, healthy college
- a friendly, caring learning environment free from bullying and discrimination
- to be treated with respect and courtesy
- clear and accurate information
- commitment from caring and professional staff
- high quality teaching
- your voice to be listened to
- support to find the right progression choice
- access to impartial information, advice and guidance
- access to high quality learning and online resources
- access to support for those with a learning difficulty and/or disability

**In return
we expect
students to**

**be ready
be respectful
be safe**

How we will review this charter

We will measure how well we are meeting our commitments and take action to improve. Please help us by telling us if we fail to meet our Charter standards, including if we take too long to reply to you.

You can do this by:

- telling any member of staff
- telephoning the college on 0114 260 2600
- sending an email to qualityunit@sheffcol.ac.uk
- telling your local Student Services
- telling a member of The Sheffield College Students' Union
- making a formal complaint

If you leave your name and address or email we will:

- acknowledge your feedback within five working days
- tell you what we plan to do within ten working days
- tell you when we have done it
- give you the opportunity to tell us how well we handled your comment or complaint

Complaints procedure

Early resolution

Our aim is to deal with all concerns quickly. Therefore, in the first instance, a concern should be discussed informally with the person concerned or with a member of staff. If a satisfactory resolution is not found you are entitled to follow the college's formal complaints procedure.

You can make a formal complaint in writing, using our complaints form. If you need help in making your complaint please ask the reception staff or your tutor and they will get someone to assist you. Forms are available from reception and on the college website.

We review this charter, our complaints procedure and standards annually in order to continually improve the service we offer to you. We will monitor complaints and publish annual figures. These will not contain personal details of any particular complaint.

The Sheffield College

City Campus
Granville Road
Sheffield, S2 2RL

Hillsborough Campus
Livesey Street
Sheffield, S6 2ET

Olive Grove Campus
2 Olive Grove Road
Sheffield, S2 3GE

Peaks Campus
Waterthorpe Greenway
Sheffield, S20 8LY

+44 114 260 2600
info@sheffcol.ac.uk
www.sheffcol.ac.uk

If you have any safeguarding concerns please email safeguarding@sheffcol.ac.uk

All information is correct at time of print. If you need this guide in any other format, please get in touch.