

NEC Student Charter

In this Student Charter we aim to set out our commitments to you and what we ask of you in return. By working together, we hope to ensure that we offer a great learning environment where you can achieve your learning ambitions.¹

Our commitments to you:

1. To guide you onto a course that meets your learning aspirations.
2. To deliver a high-quality, easily accessible learning environment.
3. To support you in the achievement of your learning ambitions.
4. To create a learning environment that respects, promotes and celebrates diversity.
5. To operate fair and effective procedures for feedback and appeals.

1. To guide you onto a course that meets your learning aspirations

We will:	In return we ask you to:
<ul style="list-style-type: none"> • offer impartial, professional and accurate advice through our Course Advice Team • provide a user-friendly Guide to Courses and website that contain accurate information • respond promptly to all phone calls and emails (normally within one working day and always within two working days) • consider your enrolment fairly and promptly • make you aware of Terms and Conditions of enrolment at the point of enrolment. 	<ul style="list-style-type: none"> • engage with all information available on our website and in our Guide to Courses and to ensure that you understand the requirements of the course(s) you wish to study, including assessment and examination requirements • provide full, timely and accurate information to enable us to process your enrolment promptly • advise us of any reasons why distance or online learning may be difficult for you before you submit your enrolment • inform our Course Advisers of any special learning requirements that you may have and that your tutor may need to know about to support your learning.

¹ This Charter states the aims of the National Extension College. While we will attempt to achieve these aims, no legal liability is assumed and no part of the Charter forms a part of any contract between the College and any third party.

2. To deliver a high-quality, easily accessible learning environment

We will:	In return we ask you to:
<ul style="list-style-type: none"> • provide high-quality learning materials through our online learning environment <i>learn@nec</i> • provide online guidance, through a Getting Started module, to help you maximise the potential of <i>learn@nec</i> • provide you with a named NEC tutor who is qualified and experienced in assessing and delivering your chosen subject • offer a Student Support service from 9am–5pm Monday to Friday for general guidance and/or administrative course support • provide accurate and timely advice about examination entry where appropriate. 	<ul style="list-style-type: none"> • actively engage in all teaching and learning activities to the best of your abilities • explore the support resources available on <i>learn@nec</i>.

3. To support you in the achievement of your learning ambitions

Your tutor will:	In return we ask you to:
<ul style="list-style-type: none"> • welcome you onto your chosen course • support you to develop a planned and realistic timetable • provide robust and timely feedback to all assignments you submit – usually within three working days and always within five working days • respond to your queries within two working days • provide specified times when they are available for contact • inform you when they are going to be unavailable 	<ul style="list-style-type: none"> • complete the Introductory Assignment so that your tutor understands your motivations and circumstances • be aware that many of our tutors have teaching jobs and so may only be available at specified times • introduce yourself to your fellow students on the course forum(s) • post your queries on the course forum(s) and actively engage with fellow students • inform your tutor and Student Support if, for any reason, you are unable to continue with your course² • ensure that all work you submit is your own and that you understand the NEC’s plagiarism policies.

² Please note that Terms and Conditions of enrolment still apply.

4. To create a learning environment that respects, promotes and celebrates diversity

We will:	In return we ask you to:
<ul style="list-style-type: none"> • always treat you as an individual because we understand that everyone has different needs when it comes to education • provide a friendly, inclusive learning community. 	<ul style="list-style-type: none"> • engage positively with the NEC learning community which treats all its members with respect, courtesy and without discrimination • read the Bullying and Harassment Policy and Equality and Diversity Policy that are in the Student Support site on <i>learn@nec</i> • discuss any specific needs you have before you enrol and tell us if your needs change.

5. To operate fair and effective procedures for feedback and appeals

We will:	In return we ask you to:
<ul style="list-style-type: none"> • review our courses and procedures to ensure they match the needs of our students • respond to compliments, suggestions and complaints in a timely manner • mirror awarding organisations' requirements in the case of academic appeals. 	<ul style="list-style-type: none"> • give us feedback to help us with our process of continuous improvement • discuss issues in the first instance with either your tutor or the Student Support team • follow our procedures, outlined in the Compliments and Complaints Policy, in the Student Support site on <i>learn@nec</i>.