

NEC Student Charter



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NEC Student Charter

This Student Charter explains the commitments we make to support your learning and what we ask of you in return, helping us to create a collaborative environment where you can achieve your ambitions.

By enrolling with NEC, you agree to follow the commitments outlined in this Student Charter.

Charter. Our commitments to you:

- To provide a high-quality, accessible learning experience.
- To support you in reaching your learning ambitions.
- To foster an inclusive, welcoming community.
- To listen, adapt, and continuously improve.

1. Providing A High-Quality, Accessible Learning Environment

We will:	In return we ask you to:
Deliver high-quality learning materials through our online platform, learn@nec. Offer guidance through our <i>Five Steps to Getting Started</i> module to help you make the most of your online course. Assign you an NEC tutor who is qualified and experienced in your subject to support your learning. Provide information on how to contact our Student Support and Exams teams for help and guidance on general queries, and on exam applications and exam entry. Deliver a Pastoral Support Service to help all students progress, whatever their circumstances.	Approach your learning with diligence and take responsibility for your progress. Familiarise yourself with your courses on learn@nec, taking time to look at <i>Five Steps to Getting Started</i> and <i>About Assessment</i> on each course Keep track of key dates, deadlines, and requirements — especially for Non examined assessment (NEA) work and exam entry. Make time for your studies: set yourself a realistic timetable and keep track of your progress. Familiarise yourself with NEC's Policies and Online Safety guidance, available on Help Hub Reach out when you need advice, support, or guidance. Share any additional needs or circumstances with us and engage with Pastoral Support when needed.

2. Supporting You In Achieving Your Learning Ambitions

NEC will:	In return we ask you to:
Ask your tutor to: • Send you a Welcome Message on learn@nec within 2 days of your enrolment. • Provide detailed, forward-looking feedback on your assignments within 5 days from submission. • Respond to your messages on learn@nec within 2 days. • Add to your course forums with posts that enhance your learning. Offer extra Student Services* such as past paper marking, one-to-one tutorials, and UCAS support. Provide an Exams and Assessment service to support you with exam applications. Provide a Pastoral Service open to all students. (*Some services carry an additional fee.)	Complete your Introductory Assignment to help your tutor understand your goals and circumstances. Stay on track with your studies and meet NEC and any course deadlines, for example NEA submissions. Actively engage with course forums and your learning community. Reach out to Student Support if you feel you are struggling with your studies. Familiarise yourself with NEC's Plagiarism Policy and always submit your own original work. Accept that your assignments will be routinely checked for plagiarism. Be aware of how to contact your Tutor using <i>Message</i> on learn@nec, and how to contact Student Support using student.support@nec.ac.uk

3. Creating An Inclusive Learning Environment

We will:	In return we ask you to:
Treat every student as an individual, recognising that everyone's learning journey is unique. Build an inclusive, welcoming online community. Offer strong Pastoral Support and signpost specialist external services when needed. Provide clear information and support to help you make the most of your learning experience.	Engage positively with the NEC community, treating everyone with respect, courtesy, and fairness. Read and follow the Bullying and Harassment Policy and the Equality and Diversity Policy available in the Help Hub on learn@nec. Discuss any specific needs with us before enrolling — and let us know if your circumstances change. Ensure you read NEC's Online Safety Policy and follow advice on internet safety practices

Promote a culture of vigilance, where the safety of learners is a shared responsibility of all staff. All individuals engaging with learners, regardless of role, are expected to be alert to signs of harm, actively contribute to a safe learning environment, and take appropriate action where concerns arise.	If you ever feel unsafe or have concerns about the wellbeing of yourself or others, speak up. Contact NEC Student Support or use the reporting options on learn@nec. Your voice matters, and your actions help keep the NEC community safe for everyone.
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4. Being Open To Doing Things Differently

We will:	In return we ask you to:
Regularly review our courses and processes to ensure you benefit from the most effective learning experience. Provide clear information about NEC's Complaints procedure, and address all formal complaints promptly. Take note of student feedback, and listen to suggestions on how we can do things better. Follow awarding organisation requirements for academic appeals.	Give us constructive feedback to help us improve. Raise any concerns relating to your course, your tutor, or NEC services with Student Support promptly so we can work with you to find solutions. Follow the NEC Complaints procedure and the Learner Appeals procedure available in the Help Hub on learn@nec.