

STUDENT CHARTER

This Charter outlines the service which students can expect to receive from Holy Cross University Centre and the responsibilities which students are expected to assume as members of the University.

As a prospective student you can expect:

- Accurate details of the programmes of study offered by the college
- A prompt response to initial enquiry
- To be invited to Open and Information Evenings
- To be offered an initial advice interview
- Assistance and advice regarding application
- Assistance and advice regarding finance
- Assistance and advice regarding alternative entrance assessments
- Referral to specialist advisers where appropriate

As a Holy Cross College student you can expect to receive:

- Study Skills sessions
- A student handbook
- Access to Support Tutors via face to face appointment, phone or email
- An assignment management process
- Access to library facilities
- Access to IT facilities
- An environment free from harassment
- Equal opportunities in all aspects of college life
- Referral to specialist advisers where appropriate

If any member of the community feels that any of these criteria or indeed any other issue is a cause of concern then they may initiate the University Centre complaints procedure. Details of the University Centre complaints procedure and appropriate documentation are available on our website: <https://www.holycross.ac.uk/university-centre/student-information/>

As a Holy Cross College student you are expected to:

- Treat all members of the college community with dignity and respect
- Treat the college buildings and equipment with respect
- Try wholeheartedly to attain high standards in your work
- Meet all assignment deadlines
- Attend all sessions promptly
- Ensure that University Centre staff are informed of any issues regarding attendance or submission of assignments