



Student entitlement policy

This policy aims to establish a framework which provides a caring and supportive learning environment in which individual students can achieve their potential within their chosen course. To this end, and in line with its commitment to equality of opportunity,

In widening participation to include a greater diversity of students, The Centre will provide an effective learning framework and a range of learning support services that underpin and enhance every student's experience at all stages of the learning process:

- on entry
- on programme
- on achievement and progression

On Entry

The Central Admissions services provide unbiased information, and initial applicant screening enabling the recruitment of suitable students with integrity. Central Admissions offer the following services and facilities:

- Comprehensive down loadable course information
- A quick response to course enquiries via the internet.

On programme

To encourage students to take responsibility for their own learning and to support the learning process, The Centre will:

- Provide all students with an induction programme that introduces the students to their courses and the facilities available to them.
- Discuss with all students The Centre's Student Agreement and obtain the student's adherence to the principles of this Agreement.
- Provide all students with tutorial support appropriate to their needs and the demands of their course.
- Offer a range of teaching and learning strategies to address individual learning needs.
- Address students' individual needs through the regular evaluation of progress, target setting and action planning.
- Ensure all assessed work is marked within agreed timescales and that work contains tutor feedback which allows student improvement and progression...
 - Provide information for students applying to higher education institutions. We will also write academic references for all our students. **However, we are unable to supply a reference for university admissions until you have completed some level 3 work, and had it marked and graded.** This is because we cannot comment on your suitability to work at level 4 when we have not yet been assessed at level 3.

On Achievement and Progression

Students completing a programme of study at The Centre are entitled to expect:

- That they will have had access to relevant internally and externally validated assessments and that their attainments and achievements, will have been systematically recorded.
- That their views, opinions and experiences of The Centre and of their programmes of study have been sought, recorded and acted upon.