

As a student of Kingston College, you have the right to expect that the College will:

- offer a wide range of full and part-time further and higher education courses
- ensure all courses meet the assessment requirements for the qualification
- respond to enquiries promptly and within 5 working days
- give you a full list of all the College's courses upon request
- give you a guidance interview before enrolment on a full-time course
- make available to all students the College's full range of advice, guidance and counselling services
- inform you of what you need to do to ensure successful completion of the course concerning your attendance, punctuality and work rate
- give you a college handbook and a course handbook, or leaflet, within one week of starting a course
- assess your needs sensitively and confidentially (via the Additional Learning Support Co-ordinator or the Disability Adviser in Welfare Services) if you have a learning difficulty or are disabled
- where appropriate, offer you prompt help and advice about possible alternatives to your chosen course of study
- administer fair and efficient application and enrolment procedures
- tell you at enrolment about the fees and charges made
- offer advice (e.g. via the course tutor or College Counsellor) on any financial help that is available
- provide an introduction to your programme of study, fellow students, key personnel, the College, its facilities and regulations
- provide high quality teaching and effective management of your learning programme
- ensure that classes start and end on time (and give you notice of any unavoidable changes)
- allocate a personal tutor (on a full-time course) within one week of starting College
- allocate a named tutor (on a part-time course) within one week of starting College, who will be available at times prescribed by the course leader
- provide agreed weekly access to a personal tutor on full-time courses within 2 weeks of starting
- advise you regularly on your progress
- give you the opportunity to participate in student focus groups
- provide regular tutorial support, with easy access to specialised counselling and careers advice
- advise you on progression to higher education and employment (on all full-time courses and, where appropriate, part-time courses)
- give you the opportunity to receive learning support needs analysis
- offer learning resources and workshop facilities

- cater for a variety of learning styles
- promote individual personal development
- ensure work placements are suitable for the course and qualification
- offer welfare and counselling support, which may include medical support from the College nurse/doctor
- provide a stimulating and supportive environment
- offer Accreditation of Prior Learning services where appropriate
- provide learning opportunities that address international issues where appropriate
- provide the opportunity to update your formal record of achievement, where appropriate
- treat you with respect
- respond as quickly as possible, or at least within 10 days, to any problem you draw to our attention in writing
- involve you in the evaluation of your programme of study and give you the opportunity to complete and return a questionnaire on the quality of teaching and assessment on your course
- take into account your views expressed through the College's annual student survey and publish a summary of the survey which will be available in the Learning Resources Centre

In return we expect you, as a student of the college, to:

- study to the best of your ability
 - attend all your classes regularly (and inform your tutor and teacher immediately if you have to miss a class)
 - be punctual at all your classes
 - take responsibility for your own learning
 - complete all assignments and course work on time
 - ask for and accept help as needed
 - make active use of the learning opportunities and support services offered
- treat everyone with respect
 - co-operate with your tutors and other College staff
 - play an active part in supporting and promoting equal opportunities
 - be considerate of the rights and interests of other College users, and respect other people's property
- enhance the good reputation of the College, and abide by its regulations
 - take responsibility for your own property
 - help maintain a supportive and pleasant College environment
 - take care of the College buildings, furniture and equipment
- observe all College safety regulations and ensure your work is conducted in a safe manner
 - inform the College of any health difficulty likely to affect safety
- pay tuition fees and other charges at the times required
- ensure your ID card is visible at all times
- return all text books and other loans in reasonable time
- let us know quickly if you feel we have not provided the service we have promised, or if you have any other problems, so that remedial action can be taken

What to do if things go wrong

It is anticipated that most minor problems and grievances will be settled quickly by the relevant teacher or course tutor. In the case of more serious complaints, the formal procedure is as follows:

- speak or write to the course tutor or programme manager
- if you do not get a satisfactory response, submit your complaint to the Dean of Faculty
- if you are still dissatisfied, speak or write to the Director of Quality Improvement (020 8268 2960), or complete a comments form obtainable in the Main Reception area
- if you require help or support in making your views known, you can obtain help and guidance from the Students' Union or Welfare Services

At each stage, you are entitled to:

- a fair and confidential investigation
- a courteous and efficient initial response to your concerns within 10 working days
- a full and reasoned reply, where necessary
- advice on further steps you may take, if necessary