



Student Charter

INTRODUCTION

Once again, I will like to take this opportunity to welcome all students to the unique and diverse Angels College.

The College aims to *'Make quality education accessible to all'* by providing high quality education and training through broadening access to knowledge; promoting participation and attainment in order to contribute to the intellectual, social and economic development of communities that we live and serve.

The charter gives you a detail expectations placed on you as a student of Angels College, and what you should expect from Angels College as an academic institution.

It is important that you take your time and read through carefully to familiarise yourself with key issues that may affect your studies in the college and seek clarifications where necessary.

More importantly the charter provides a set of comprehensive support available to you in the course of your learning.

For any suggestions on improving the charter, please contact the Student Welfare Officer or the Vice Principal.

I believe you will enjoy your studies at Angels College, and wish you every success in your course.

Alex Ampaabeng

Principal &CEO
Angels College

GENERAL EXPECTATIONS

Our promise to all students; (i.e. what you should expect from Angels College)

- Learn in an environment that provides high quality teaching and individually tailored support that helps you achieve the learning outcomes of your chosen programmes.
- Be treated with respect in an environment in which your academic goals are pursued without any fear of intimidation or victimizations
- Have access to relevant learning resources and support that will enable you take responsibility for your own learning, and improve your knowledge, understanding, skills and competencies.
- Be given effective, timely and supportive feedback on your academic work through tutorials, formative or summative assessments.
- Have access to welfare and academic support services which are designed to support students who are experiencing difficulties which may affect your ability to study effectively.
- Receive concise information on your tuition fees, course and course membership fees (where applicable).
- Have the opportunity to influence quality improvements in the College.

What Angels College expects from you

- Complying with the College's policies and procedures.
- Conducting yourself responsibly and in a manner that will protect the College's reputation, resources, and all those who work or study at the College.
- Treat fellow colleagues and staff with respect.
- Working together with the College to take responsibility for your own academic progress, formulating your own education and career goals, and contributing positively to College life.
- Pursuing your academic studies in a diligent, conscientious and professional manner.
- Adhering and contributing to the College's continual strive to achieve and maintain a culture of high quality standard in teaching and learning.

- Obey the College's IT Policy.
- Respect the College's Equality & Diversity Policy.
- Supply the College with an up-to-date information of yourself (i.e. change of address, phone number, name etc.).
- Pay all fees promptly.
- Have an effective time management, so as to be able to submit assignment and coursework on time.

TEACHING & LEARNING

Our promise to you

- To be taught by experienced and qualified lecturers.
- To make available experienced staff to provide tailored academic and personal support.
- To receive an adequate information about the College and your course.
- Give reasonable time to complete and submit assignment and coursework.
- To allocate you a personal tutor to deal with course specific issues.
- To carefully monitor your academic progress to help you to achieve your academic goals.

What we expect from you

- To take responsibility for your own learning.
- To partake in all teaching activities.
- To seek help and advice when needed from lecturers and student welfare officer.
- To inform the College of any difficulties you are facing be it academic or personal that could impede your learning
- To respond promptly to letters, phone calls, and emails from the College.
- To take part in all continuous quality improvement exercises to help the College to improve

ASSESSMENT AND FEEDBACK

Angels College strongly acknowledges the fact that assessment drives student effort and that feedback has a profound impact on learning. The College thus take reasonable efforts to ensure that students receive fair, timely and objective assessment and feedback on all courses. In doing so, we outline what we expect from you as a student and what you should expect from the College.

What to expect from Angels College

- To always give you fair, timely and objective assessment and feedback of your work.
- To undertake an initial diagnostic assessment in order to provide tailored support (if necessary) to meet your learning needs.
- To explain clearly all learning outcomes and assessment criteria for all tasks before asking you to complete them.
- To apply all policies, procedures, and requirements of all awarding bodies for which the college is running their programs.
- To provide a clear assessment schedule.
- To make you aware of plagiarism and other academic misconducts and to clarify the consequences for these academic offences.
- To give constructive and supportive feedback on all your assessed work.
- To provide regular progress review to aid your achievements.
- To make necessary adjustments to support you in academic and personal circumstances which might impede your studies and/or assessments.
- To provide a fair, transparent and timely appeals process.

What the College expect from you

- To submit all coursework and all assignment on time.
- To attend all examinations, and test on time.
- To produce high quality work at all times (taking advantage of all supports that may be available to do so).

- Alert the College any academic or personal circumstances that may hinder your ability to submit your work or attend exams.
- To submit work which has been wholly produced by you, save for group work and which reflects your efforts.
- To comply fully with all College policies regarding plagiarism and academic malpractices.
- To act on time on all feedback received from course tutors and moderators.
- To access the College's academic and welfare support provision if you are facing study problems.
- To follow the laid down appeal process in the College for any disputes about assessments.

STUDENT SUPPORT

What to expect from the College

- To make available unlimited access for confidential and impartial advice and support services by competent staff.
- To offer personal tutorial support throughout the duration of your study.
- To offer tailored welfare support services to help in your studies.
- To help you plan your academic progression to a more advanced level of study in your chosen subject area.
- To provide you with individually centred support if you have special needs such as physical or mental disability or a self-declared medical or learning support need.
- To deal swiftly with any form of bullying, harassment or discriminatory practices that you may face.
- To tackle any issues that you may raise through the laid down channels in the College.

What the College expect from you

- To take responsibility for yourself and where at all possible, solve the problems yourself.
- To inform the College of any disability or special needs you have so appropriate adjustments could be made to accommodate you.
- To make full use of the College's academic and individual support services when needed.
- To inform the College of changes in your personal circumstances which may affect your ability to progress/work.
- To act on advices given by the College or it's support services.
- To inform your lecturer or personal tutor of any specific academic problem which may affect your performance and/or progress.
- To immediately notify the College of any illness or conditions or provide valid reason for not being able to study.
- To keep the College informed of all changes in personal circumstances.

Key Contacts

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