



Coleg  
**Llandrillo**

Coleg  
**Menai**

Coleg  
**Meirion  
Dwyfor**

**Busnes@**  
LlandrilloMenai

# Student Charter

for Higher Education Students



[gllm.ac.uk/degrees](http://gllm.ac.uk/degrees)

## **This Student Charter applies to all GLLM HE students, irrespective of their college of study or awarding HEI.**

It is a statement of good intent that describes key features of the Learning Communities that the Grŵp seeks to establish. It has been developed in partnership with the Student Union and is reviewed annually. (Last Reviewed: June 2021).

The charter sets out what we expect from you and makes clear your responsibilities and your rights. It also outlines what you can expect from your college of study (Coleg Llandrillo, Coleg Menai or Coleg Meirion Dŵyfor).

GLLM consists of communities of learning, characterised by mutual respect, within which our students share equal responsibility for developing, maintaining and sustaining high quality learning opportunities.

Grŵp Llandrillo Menai works in close partnership with its HE students, Student Union HE President and the wider college staff to support and further strengthen our HE learner experience. We are committed to robust student engagement mechanisms and associated communications and dissemination.

GLLM provides opportunities for bilingual and Welsh medium study and support, and offers an expanding range of bilingual HE programmes, services, tutorials, communication and assessment in accordance with the [Welsh Language Act and Standards](#).

## **HE Community**

### **You can expect us to:**

- value you and treat you with respect as an individual;
- provide you with [equality of treatment](#), especially with regard to protected characteristics (age, gender, disability, race, religion or belief, sexual orientation, gender reassignment, pregnancy and maternity, marriage and civil partnership);
- provide enrichment opportunities through the [Student Union](#), and other student services;
- provide an elected Student Union HE President to support you and the wider GLLM HE community;
- provide and facilitate a student representation system, with appropriate training for these representatives.

### **We will expect you to:**

- respect and treat staff and fellow students in a courteous manner, and to maintain high standards of conduct;
- actively promote and help create and maintain an atmosphere and environment conducive to learning, and at the same time, encourage equality of treatment;
- help to promote a HE community by engaging with enrichment opportunities;
- actively engage in the election of the HE President, elect your own HE programme student

# Communication

## You can expect us to:

- provide clear information in a [Tuition Fees Policy](#) about [tuition fees](#) and [bursaries](#) along with payment options and deadlines, in line with guidance from the Competition and Markets Authority and provide information on each HE course page regarding any additional associated course costs
- provide access to [academic regulations, policies and procedures](#) which detail information regarding the GLLM and awarding body expectations, and support;
- provide information and support on [complaints policy](#) and procedures, and if you are dissatisfied with the outcome of these procedures by GLLM, provide information on when and how to contact the awarding body or institution, and; if necessary thereafter, the Office of the Independent Adjudicator (OIA);
- enable students to communicate through Welsh or English for any GLLM services and be provided with a personal tutor to support the language of choice (where possible);
- provide clear information about your programme to include an online Programme Handbook that includes detailed information about course structure, staff, content, module details, methods of delivery and assessment;
- work in partnership to continuously improve your course, college and services by providing a range of opportunities for students to feedback, including through a structured student representative system.

## We will expect you to:

- provide constructive and evaluative comments about your programme, college and services as and when required. **For example, this may be:**
- in the form of ongoing discussions with your class representative, and with your tutors
- through formal mechanisms such as attending course review meetings and engaging with module and course evaluation (including the National Student Survey (NSS) that compares our provision nationally during your final year of study)
- Providing your class representative and/or Student Union HE President with feedback to put forward during their attendance at the HE student panels
- try to resolve any complaint you may have by speaking directly to the individual or individuals involved, and then to your Personal Tutor or Programme Leader in the first instance; keep your Programme Leader, Personal Tutor and /or Module Tutor(s) informed of any difficulties you are having with your studies e.g. illness, problems with learning;
- seek advice immediately when your academic progress gives you, or the staff who teach you, cause for concern;
- inform your Programme Leader/Personal Tutor and/or Module Tutor(s) if you are unable to meet any assignment deadline or are unable to attend an exam;
- If applying for extenuating/mitigating circumstances, ensure that a correctly completed Extenuating Circumstances application form is submitted prior to the deadline, either through your Programme Leader or Personal Tutor (in line with the regulations of the HEI award you are studying).

# Student Interest Protection Statement

GLLM will service its contractual obligations to students and comply with its commitments under consumer law as outlined by the Competition and Markets Authority. In doing so, the colleges will work to protect the student interest when responding to circumstances such as significant changes to how a course is delivered or course closure. GLLM has in place procedures to respond to these circumstances which will mitigate the potential impact on students and which recognise the different needs of its diverse student body.

## Learning, Teaching and Assessment

### You can expect us to:

- provide opportunities to [learn Welsh](#) or further develop Welsh language skills through classes, or specific bilingual HE programmes, including opportunities to submit assessment, and gain feedback (where possible) through the medium of Welsh as supported by the [Welsh Language Standards](#) and [Coleg Cymraeg Cenedlaethol](#).
- provide you with suitable study and learning resources for your programme;
- provide you with access to suitable academic support;
- provide you with information about how to prepare and compile your assignment work;
- provide you with clear dates for submission deadlines, and spread of assignments;
- provide you with feedback about your progress and achievements at agreed intervals, assess work fairly and return it within an agreed time.

### We will expect you to:

- meet the requirements of the course in terms of attending sessions as timetabled, undertaking work set, and keeping tutors informed of reasons for absence;
- be an active participant in your studies by engaging with your peers and tutors about all aspects of your course, including the delivery, assessment and evaluation;
- engage with different styles and methods of teaching, learning and assessment and take joint responsibility with your tutors to develop your skills, knowledge and abilities;
- seek clarification if required about assessment criteria and how they are applied for each module;
- fully reference your work appropriately using the agreed academic style;
- submit work for assessment on time, adhering to formats and styles set out in the assignment briefs, and ensuring you do not engage in any unfair practice;
- abide by the College regulations.

# Learner Journey and Support

## You can expect us to:

- provide general information about the College and services for both [personal support](#) and academic [support](#);
- provide a safe, friendly and secure environment, and safeguard all the personal information you provide in compliance with health and safety standards, safeguarding and general data regulation [responsibilities](#);
- assign you a personal tutor who will provide pastoral support, as well as academic guidance; support you with your studies and target-setting activities, and with your personal development;
- deliver a [service](#) that supports and prepares you to make choices that meet your [career](#) goals; provide programmes that develop knowledge and skills to help you succeed in your chosen career;
- support you in recognising the employability skills you are gaining during your course.

## We will expect you to:

- take notice of the information provided to you so that you are fully aware of the support and services available;
- keep us informed promptly of any changes to your personal details (this will ensure that communication is effective between you and the college and that your name detail is correct on your award certificate);
- be aware of the part you have to play in the creation of a safe, friendly and conducive, learning environment;
- actively seek specific and appropriate resources to support your learning; reflect thoughtfully on the career opportunities open to you to maximise your future aspirations;
- access career support services available to you;
- recognise the employability skills you are gaining during your course.

# Health and Wellbeing Statement

GLLM is committed to student well-being and health, including mental health and supporting suicide-safer approaches by adopting the [#StepChange](#) and [Suicide-safer Universities](#) framework. GLLM has a range of policies, including an established [Wellbeing Framework](#) in order to promote healthy lifestyles and choices and provide intervention strategies where potential risks are identified.

Further information is available to students via the student portal and during induction. Health and well-being is further explored during enrichment activities that take place in each semester.