

Student Charter

Aims of the Student Charter

- The Charter has been developed by the College in conjunction with its students to demonstrate its commitment to providing quality.
- The Charter summarises the relationship between the College and its students including details of the standards students can expect from the College as well as their responsibilities as students.
- The Charter applies to all students, although it is not a contractual document.

What you can expect from CEM

If you are studying with CEM, you can expect the College to:

- Issue clear and accurate information about College courses, costs and qualifications so that you are able to make informed choices;
- Inform you of whether, and how you can obtain exemptions from modules where appropriate, based on other qualifications you may already have attained;
- Provide you with regularly updated teaching materials developed for distance education;
- Provide you with access to the virtual learning environment (VLE) and to appropriate online resources and research papers;
- Provide clear information on the requirements of your programme of study, assessment methods, academic regulations and programme specifications;
- Provide you with tutorial assistance and guidance, for example through support on the VLE discussion boards;
- Assess your work fairly and objectively by appropriately qualified tutors, within guidelines, with monitoring of coursework and examinations by internal and external examiners;
- Provide you with online feedback from the marker, and to return your coursework within four weeks of the submission date;
- Provide you with information, advice and support to enable you, to manage and progress through your course of study;
- Provide you with the appropriate support and assistance if you notify CEM of a disability, special requirement or health difficulty;
- Provide you with access to information, advice and guidance on careers.

What CEM expects of you

As a student with CEM you are responsible for:

- Participating in the induction module and reading the Student Handbook;
- Complying with CEM policies and procedures, details of which can be found within the 'College Policies' section of the VLE, and on the [CEM website](#);
- Treating your peers and College staff with respect, including observing the VLE protocol;
- Observing CEM course regulations (or that of validating partner institutions) for your course of study, details of which can be found in the 'Exams and Progression' section of your VLE;
- Abiding by the Terms and Conditions of Registration, which are available at www.cem.ac.uk/finance;
- Taking responsibility for managing your own learning by completing the assessment requirements for your course and making yourself aware of the submission deadlines and examination arrangements;
- Informing CEM of your current address and contact details, and updating these promptly when appropriate;
- Quoting your student number on all communication with CEM;
- Meeting CEM deadlines, including paying fees in accordance with published schedules;
- Responding in a timely manner to any requests from CEM;
- Studying all of your course material and making regular use of the VLE resources and tutor support available to you;
- Seeking help from your tutor or the Academic Support team where appropriate;
- Informing CEM if you have a disability or special need that may affect your studies so that the College can make every effort to provide you with appropriate support;
- Acting with reasonable care for your safety and that of others with regard to CEM activities;
- Support student representatives and participate in systems which will lead to improvements in the quality of learning and teaching.

Your feedback is important to us

CEM is committed to obtaining the views of its study body, and working with student representatives on all courses. This feedback is critical to the College as it continually seeks to review and improve the student experience. Opportunities for feedback include: course questionnaire, student representatives and feedback via the VLE.

Within the framework of this Charter, each CEM department works to standards directly related to the services it provides. If you are unhappy that any of the standards within the Charter are not being upheld, you should in the first instance contact the relevant department, who will try to resolve the issue as quickly as possible. Most issues can be put right immediately. If you are still dissatisfied, please refer to the College Complaints Policy.

CEM documents

This charter should be read in conjunction with the following documents:

- Terms and Conditions of Registration
- Student Handbook
- Statement of Service
- Online Protocol: A guide to using the VLE
- Assessment, progression and award regulations (on VLE)
- Academic Misconduct Policy
- Guidance Notes for Appeals
- Complaints Policy
- Disability and Special Needs Policy
- Careers Policy

Useful contacts

Admissions

For queries about admissions, contact the Admissions Team by Email: courses@cem.ac.uk, Freephone: 0800 019 9697 (from the UK) or Tel: +44 (0) 118 921 4696 (from outside the UK)

Assignments Office

Contact the Assignments Office by: email: assignments@cem.ac.uk, Tel: +44 (0) 118 921 4609

Module Leader

You will find the contact details of your Module Leaders within the module pages of the VLE.

Finance

Email: finance@cem.ac.uk

Records Officer

Email: records@cem.ac.uk, Tel: +44 (0) 118 921 4611

Careers

Email: careers@cem.ac.uk

Learning and Academic Support

You will find the contact details of your Course Administrator in your course binders and also on the VLE in the 'Course' section under 'CEM team'.

Exams and Progression

Contact the Exams and Progression team by email: examinations@cem.ac.uk or progression@cem.ac.uk, Tel: Undergraduate team +44 (0) 118 921 4614 or Postgraduate team +44 (0) 118 921 4769

IT Support

For queries about the use of online facilities contact IT Support Desk by: email: supportdesk@cem.ac.uk, Tel: +44 (0) 118 921 4637

Learning Materials

Email: learnmat@cem.ac.uk, Tel: +44 (0) 118 921 4618 / 4619

Disability and Special Needs

For advice on additional support in relation to disability or specific needs, contact the Special Needs Co-ordinator, Nicola Sheldon Email: senco@cem.ac.uk Tel: +44 (0) 118 921 4677