



## **Student Charter**

Education for Health has its own Student Charter to summarise the standards that you can expect as a student undertaking a module or programme of study with the organisation.

### **Education for Health's commitment to standards**

Education for Health's commitment to quality in learning and teaching, assessment and student support, as well as excellence in research, is firmly established. The organisation offers an extensive curriculum, delivered by distance learning and designed to meet the students' professional and clinical needs. Education for Health believes in equal opportunities for all. It is open to every section of the community, regardless of background or circumstances and it makes every effort to create conditions in which all students can participate fully.

### **What you can expect from Education for Health.**

Education for Health plays a leading role in the provision of clinically relevant distance learning courses for health professionals and is committed to broadening access.

#### **Access, admission and finance**

As a student of Education for Health you can expect:

- All Education for Health employees to act towards you in a courteous manner and with respect to confidentiality
- All correspondence to be answered promptly
- To be given clear and accurate information about modules and programmes, costs and qualifications so that you can make informed choices
- To be offered individual guidance about choosing an Education for Health module or programme
- To tell you if and how you can obtain credit for any higher education qualifications you already have (APL)
- To give you clear instructions about how to pay fees
- To offer you clear and up-to-date information about the availability of financial support for your studies and how to apply for it
- Your academic record to be treated in confidence and not discussed with any third party without your written permission.

## The learning environment and academic support

As a student of Education for Health you can expect the organisation:

- To provide information to enable you to choose courses appropriate to your needs and interests
- To provide you with teaching materials developed for distance education
- To deliver these materials to you in time for you to study them according to the dates agreed, as long as you have not registered late
- To tell you about the administrative arrangements for your course, including details of planned study days and/or assessment dates
- To offer you support and guidance to aid your progress
- To assess your work fairly and objectively, with internal monitoring and external moderation for examinations
- To provide clear and accurate information about the academic regulations and disciplinary procedures, including appeals
- To give you information and assistance to aid your studies if you notify us of a disability or health difficulty.

## What Education for Health expects from you

Education for health is an organisation that functions on the basis of mutual respect and responsibilities. The UK Government's Charter for Higher Education makes clear that students themselves have certain responsibilities.

Education for Health will do its best to maintain the standards and provide the services specified in this Charter, but can only do it if you help by:

- Informing the organisation of your current address, and reading and responding to communications sent to you by Education for Health
- Meeting Education for Health deadlines, including paying fees according to the published schedules
- Studying the learning materials and making use of the student support service provided
- Informing Education for Health if you have a disability or health difficulty that might affect your studies so that the organisation can make every attempt to provide you with appropriate facilities
- Seeking early help and guidance from the student support service if things seem to be going wrong

## **What to do if these standards are not met**

If you think that any of these standards have not been met, in the first instance you should contact the most obvious source of the service (for example, the examination department if your assignment is returned late). If you are not sure whom to contact, you can phone main switchboard on 01926 493313 for advice.

## **Feedback**

Education for Health is always pleased to receive feedback from students and takes steps to solicit specific feedback on a regular basis.

## **Complaints**

Just as your comments, favourable or otherwise, are valued by Education for Health, complaints are also seen as an important source of information that helps to maintain standards and make improvements. Education for Health has a formal complaints policy available on our website [www.educationforhealth.org](http://www.educationforhealth.org) and makes every effort to deal with complaints thoroughly, fairly and as quickly as possible.