

Education for Health 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 is firmly established. The organisation offers an extensive curriculum, delivered by blended learning and designed to meet 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 blended learning courses for health professionals and is committed to broadening access. We believe that our students join a learning community and that experience will be most enriching when it is based on a partnership between staff and students.

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 as appropriate 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 (RPL)
- To give you clear instructions about how to pay fees
- To offer you clear and up-to-date information about any potential financial support for your studies and how to apply for it, on the occasions when it may be available. Our Funding and Sponsorship webpage has up-to-date information: www.educationforhealth.org/education/courses/funding-sponsorship/
- Your personal information to only be shared with an external party to enable delivery of your learning and for those who provide sponsorship for your training.

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 blended learning
- To ensure you have access to these materials 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 and external moderation
- To provide clear and accurate information about 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 longer-term condition.

What Education for Health expects from you

Education for Health is an organisation that functions on the basis of mutual respect and responsibilities.

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

- Ensuring that your contact details are up to date including email and postal address, and reading and responding to communications sent to you by Education for Health
- Familiarising yourself with relevant policies and procedures regarding your learning with us, and contacting Student Support if you have any questions
- Advising us as soon as possible of any changes in your circumstances including if your name changes
- 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 at the earliest opportunity if you have – or during your studies if you develop - a disability or longer-term condition that might affect your studies, so that we can make every attempt to provide you with appropriate support
- Seeking early help and guidance from Student Support 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 Student Support Service if your results seem to be delayed).

If you are not sure whom to contact, please contact Student Support on 01926 838 989 or studentsupport@educationforhealth.org and we will direct your enquiry appropriately.

Feedback

Education for Health is always pleased to receive feedback from students and takes steps to solicit specific feedback on a regular basis including from our Student Representatives, who contribute a student perspective on how we deliver learning and support students.

We always welcome additional Student Representatives and encourage any interested student to contact Student Support (contact details above) for further information.

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 procedure available on our website at <https://www.educationforhealth.org/education/student-support/regulations-policies/> and makes every effort to deal with complaints thoroughly, fairly and as quickly as possible.