

Our Charter – working together to benefit all

‘Providing innovative learning opportunities in pursuit of professional excellence’

To make the most out of your time at The College of Animal Welfare, our aim is to cultivate a partnership in which learners, employers and our employees are treated with consideration, respect and tolerance, as members of a wider community with a shared set of values.

Our College values

Professionalism	To gain vital qualities and characteristics
Respect	To demonstrate mutual respect and tolerance for all, regardless of circumstances, faith or beliefs
Integrity	To value honesty and show strong moral principles
Diversity	To nurture togetherness, to enable all without exception and widen participation
Excellence	To strive to be the best you can be

Learners

While you are a student at The College of Animal Welfare, you can expect:

- A professional service committed to providing useful advice and guidance about appropriate programmes, next steps and career opportunities
 - Clear and accessible information regarding support services available to you e.g. Learning Support, Counselling, Careers Advice and Guidance, Welfare, Financial Help
 - To feel safe, be treated with fairness and respect as an individual in a tolerant environment that is free from discrimination and harassment.
 - A thorough induction to help you understand your programme, your campus and support services available
 - Regular opportunities to discuss your progress, get feedback on coursework and progress and agree your targets
 - Simple, clear and consistent guidance about what you will need to do to succeed
 - High levels of support from professional, knowledgeable, approachable and caring tutors and the student service team
 - Relevant, interesting, engaging learning activities
 - A safe, clean environment with facilities, equipment, learning materials and platforms to support your individual learning needs
 - Regular opportunities to share your views e.g. surveys, student representatives and invitations to specific groups/meetings
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Learner expectations What we expect from you

Be Respectful

- Demonstrate mutual respect and be tolerant of differences
- Actively listen when other contribute
- Help and support your peers
- Speak quietly during group learning activities
- Only use your electronic devices for related activities
- Follow our policies and procedures

Be Responsible

- Be accountable for your own actions
- Be punctual, arriving late disrupts others' learning
- Be prepared, organised and ready to learn
- Actively engage in learning activities and embrace different approaches to learning
- Be responsive to feedback and requests
- Meet agreed targets and deadlines

Be Safe

- Seek help when you need it
 - Involve your peers, social exclusion is unacceptable
 - Look out for your peers & be aware of your surroundings
 - A visible ID badge shows that you are permitted on site, please help us to keep you safe by always having this visible
 - If you need to leave the room please inform the tutor
 - Ensure that you know the campus emergency procedures
 - Help us to maintain a safe environment; check around you for hazards or anyone acting inappropriately
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Employer and Stakeholder

We aim to provide employers and stakeholders with:

- A professional service, providing regular information and guidance about our programmes, services and facilities
- Regular updates on learner progress and opportunity to discuss areas of concern in the interest of the learner
- High levels of support from professional, knowledgeable, approachable and caring tutors and the student service team
- Regular opportunities to share your views e.g. surveys, employer representatives and invitations to specific groups/meetings
- A named College contact e.g. visiting officer or tutor, who will make monthly contact to provide support and updates
- Where appropriate, clear written information regarding work placements, outlining the main aims of placements, individual roles and responsibilities of those involved with supervising and assessing placement students and the role of college tutors and visiting officers

Covid-19 Pandemic Information

During these challenging and uncertain times we have endeavoured to demonstrate our commitment to learners, employers and stakeholders. Some programmes remain unaffected in terms of delivery e.g. distance learning programmes however where programmes have been affected we have redirected our attention to ensuring that student support and high quality learning continues. We are continually reviewing the learning platforms available and making necessary improvements to provide the very best service that we can. The safety of our employees, students and stakeholders is critical and we regularly review and revise the level of activity in centres dependent on the programme area and the impact on learner progression. Regular student and employer bulletins are provided to ensure that you are made aware of changes adopted in light of government and local guidelines.

Continuous improvement

We will strive for continuous improvement to ensure we offer the very best experience to our learners, stakeholders and wider community.

Complaints

If we make a mistake, we want to have the opportunity to put things right. We welcome your feedback, your views matter to us. Identifying issues raised by you will help us to make positive changes to better meet your needs and expectations.

Compliments

Likewise, it is also good for us to know what we have done well so we can ensure positive, effective methods are identified and applied in other areas within the college where appropriate.

Comments

We are committed to continual improvement and always welcome your feedback, ideas and thoughts. By letting us know what you think, you are helping to improve the college for everybody.