

HCA Student Charter 2026/27

Our mission is to empower creativity and enrich our world. This charter is a statement of our ethos and expectations; of the college and our students. It has been developed with students to reflect our journey together.

Hereford College of Arts undertakes to:

- ❖ Provide high quality teaching and learning.
- ❖ Treat you with courtesy, respect, and fairness.
- ❖ Signpost support when you need help.
- ❖ Be open and transparent about decisions made at all levels wherever possible while respecting confidentiality.
- ❖ Provide a safe, secure and respectful environment, free from harassment, victimisation or discrimination of any kind.
- ❖ Enable you to make a complaint or lodge an appeal using the official procedures without fear of any reprimand.
- ❖ Provide reasonable adjustments for students with barriers to learning.
- ❖ Consult and communicate significant changes.

Hereford College of Arts undertakes to provide you with:

- ❖ A learning environment built on high aspirations for you, your work and your career after college.
- ❖ An experience that will enhance employability and personal development.
- ❖ A voice in the life and direction of the college.
- ❖ Skilful, knowledgeable, staff who have up to date knowledge of their subject and teaching.
- ❖ Care, support and guidance when it is needed.

- ❖ Clearly defined access to our facilities.
- ❖ A positive and inclusive culture with zero tolerance to bullying, harassment and sexual misconduct.

Hereford College of Arts undertakes to provide students with the following information:

- ❖ Clear communication about the details of your course, for example; assessment points and criteria.
- ❖ Clear communication about additional services and external signposting, for example; library facilities, counselling.
- ❖ Clear communications about costs associated with the course.

Students undertake to:

- ❖ Treat their fellow students, staff and physical environment of the college with respect.
- ❖ Promote a positive and inclusive culture with zero tolerance to bullying, harassment and sexual misconduct.
- ❖ Actively engage with the education offered by attending and taking part in all sessions to the best of their individual abilities.
- ❖ Drive the creative life and direction of the college and Herefordshire community.
- ❖ Obtain agreement from their Course, in advance, for any essential absences.
- ❖ Take responsibility for managing their own learning: actively engaging in private study, and participating fully in group learning activities to the best of their individual abilities.
- ❖ Submit assessed work by stated or differentiated deadlines and actively participate in feedback.
- ❖ Make prompt payment of charges made by the institution.
- ❖ Engage in the life and management of the college when requested.
- ❖ Act as a representative for Hereford College of Arts in words and deeds.
- ❖ Uphold core British values: tolerance, mutual respect, individual liberty, the rule of law and democracy.

- ❖ Follow Health & Safety procedures.

The Students' Union undertakes to:

- ❖ Support all students to ensure they receive equal treatment and are aware of their rights and responsibilities.
- ❖ Support student participation in quality enhancement activities – especially through the election, development and training of course representatives.
- ❖ Represent the interests of students at local and national level.
- ❖ Support active student/community engagement.

In signing the enrolment form, students agree to adhere to the Student Charter set out by Hereford College of Arts for the duration of their studies.