

The purpose of the Charter is to set out our partnership in learning. Jointly created by Norland and its students, it represents our shared commitment to the values of the college and to developing and maintaining a stimulating, diverse and supportive environment that is conducive to learning.

This Charter expresses the commitment of all staff and students to their rights and responsibilities, and lays out the basis on which this partnership works. By undertaking the responsibilities within the Charter we can all contribute to, and take pride in, the ongoing development of Norland's vibrant community.

Collectively Norland will provide:

- a supportive and stimulating research-led learning environment that empowers students to reach their full potential;
- high quality learning experiences that are informed by best practice in learning and teaching
- access to activities that will enhance employability, professional excellence and personal intellectual development;
- support for student participation in programme management and development and the life of the college;
- access to advice on physical health, mental health and welfare, accommodation, finance and careers;
- clearly defined access to the learning environment, including facilities and services that will enable an inclusive environment;
- a constructive relationship whereby students have input into decisions that affect them;
- support and advice for the election and training of student representatives;
- individual, independent advice and representation on issues relating to the student experience, as well as an efficient signposting service;
- a partnership with external individuals and organisations for the benefit of its students;
- support for a range of activities, including student led societies and volunteering opportunities, to enhance personal and professional development;
- a positive relationship between Norland and the local community;
- access to lifelong learning and Continuous Professional Development opportunities relevant to a career as a nanny;
- teaching practices and extracurricular activities provided sustainably.

Collectively Norland expects students to:

- take responsibility for managing their own learning and development, seeking advice and support as required; spending sufficient, regular time in private study and participating in timetabled sessions and in group learning activities;
- maintain and protect an environment conducive to learning and in keeping with the values of Norland;
- engage with the educational, social and cultural life of the college;
- obtain agreement for any essential absences as far in advance as possible;
- maintain the highest standards of academic integrity in all aspects of work and assessment;
- provide constructive feedback on their experience and participate in mechanisms that will lead to improvements in the quality of learning and teaching;

- treat all college property and facilities with care and respect;
- make prompt payment of charges made by Norland;
- maintain a focused and well-mannered etiquette within all teaching and learning contexts;
- be courteous and kind to one another, reflective of the career choices that they have made;
- adhere to the Norland Code of Professional Responsibilities and follow all policies and practices as requested;
- present themselves professionally in image and demeanour in order to be a positive Brand Ambassador;
- ensure sustainable practice wherever it is possible to do so.

AT ALL TIMES

We are committed to working together to maintain Norland's leading role in teaching and learning.

Collectively Norland will:

- work to enhance and support the student experience;
- show respect, and be prompt and efficient with each other at all times;
- ensure equity for everyone;
- provide a safe and accessible environment, free from discrimination and harassment;
- treat each other as informed partners and respect each other's right to an opinion;
- be considerate and respectful of the diverse range of students, staff, visitors and wider community;
- call out instances of discrimination and ensure anti-discriminatory practice in all teaching, operational and extracurricular provision.

Collectively Norland expect students to:

- work to the best of their ability and embrace the intellectual challenges of studying at Norland;
- take an active role in the Norland community;
- take personal responsibility for maintaining a safe and secure environment at Norland;
- use facilities and resources with respect, and consideration for other users;
- seek out support when needed;
- consider making full use of the representational opportunities as well as the societies, sports and volunteering opportunities;
- be considerate and respectful of the diverse range of students, staff, visitors and wider community;
- follow placement policies and procedures.

BEFORE ARRIVAL

Collectively Norland will:

- provide relevant and accurate information about all programmes including their cost to ensure students can make an informed decision;
- outline the application process clearly;

- make available accurate, timely and easily accessible information on sources of funding, learning support and accommodation;
- promote the services and facilities available to students.

Collectively Norland expects students to:

- make use of the information provided to support study choices;
- begin securing financial support and accommodation as early as possible after confirmation;
- make arrangements for payment of fees, either directly or via a third party (for example the Student Loans Company);
- start getting to know the college and chosen programme by keeping up with communications and pre-arrival guidance.

ON ARRIVAL

Collectively Norland will:

- provide an induction programme that will enable students to get to know each other and the college;
- provide details of programme and module content and staff contact time;
- provide clear deadlines for all assessments and timeframes for feedback on submitted work;
- provide names of tutors;
- provide policies and procedures including programme and assessment regulations, appeals and complaints procedures;
- provide appropriate notice of changes to content, rescheduling and changes to timetable;
- provide information on programme fees, payment deadlines and estimates of necessary additional costs.

Collectively Norland expects students to:

- read all details of programme;
- read relevant policies and procedures including module and assessment regulations, appeals and complaints procedures;
- inform the college to any changes in personal details;
- pay all relevant fees to the set deadlines.

YOUR STUDIES

Collectively Norland will:

- deliver relevant and informative modules/units that aim to provide intellectual challenge and develop learning;
- provide support, through professional and well qualified staff who can demonstrate knowledge in their subject and teaching;
- provide reading and material lists to support student learning;
- give clear and accessible information regarding modules and units;

- outline the aims and objectives for each individual module and unit, the assessment methods and criteria used and the standards to be attained upon completion;
- facilitate access to an online learning environment – hosting information and learning materials to support learning;
- provide computing, library and academic services to support students' studies;
- deliver constructive, meaningful and timely personal and group feedback on submitted work;
- provide support in finding a suitable placement;
- maintain academic integrity.

Collectively Norland expects students to:

- participate fully in their programme and learning activities;
- behave in such a way so as not to disrupt the learning of others;
- work to the best of their ability and accommodate others in assessed and non-assessed group work;
- seek clarification when any meaning is unclear;
- engage with additional recommended reading;
- meet deadlines for submission of work;
- be aware of and abide by programme regulations and procedures, and meet expectations;
- reflect on feedback received and use it to further develop and inform future assessments;
- develop as an independent learner and engage with different learning and assessment methods;
- engage fully in placement for the time period expected.

REPRESENTATION AND SUPPORT

The Norland experience offers a strong community and environment in which people are encouraged to offer honest and constructive feedback to each other. the collaborative and open way in which we work underpins the continuous development of college life and the student experience. we recognise that individuals may face difficult circumstances during their time here and strive constantly to ensure that support systems are in place.

Collectively Norland will:

- support a representation system throughout the college including elected officers and representatives, to ensure the student voice is heard;
- offer impartial and confidential advice and representation for disciplinary assessment hearings and complaints;
- ensure timely and meaningful opportunities are provided to enable students to feedback on all aspects of college life;
- ensure feedback is reciprocal by communicating the decisions taken and follow-up implemented in response to student recommendations;
- offer a wide range of high quality confidential support services (for example, personal tutoring, counselling, accommodation and disability advice);
- provide support to enable the enhancement of learning skills;



- provide timely and relevant careers support and guidance to aid and inform work experience, career choices and/or the identification of further study.

Collectively Norland expects students to:

- provide information and support to student representatives to ensure the student voice is heard;
- personally consider standing as a representative;
- make use of all opportunities provided to give feedback through module and college evaluations;
- follow college procedures, seeking guidance where necessary;
- be open and receptive to any advice given and utilise support when recommended be honest with members of staff regarding any issues or concerns encountered.

AFTER GRADUATION

Collectively Norland will:

- offer continued communication with the college through the Alumni and Agency facilities;
- make available careers advice and support following graduation;
- provide appropriate academic references;
- provide opportunities to contribute to college life beyond graduation;
- provide opportunities for Continuing Professional Development.

Collectively Norland encourages graduates to:

- consider taking part in Alumni events;
- think about donating to the Alumni Fund to continue supporting the college;
- work with the Norland community to find new and innovative ways of contributing to Norland life and that of future graduates;
- share their work and life experiences to help inform current students;
- engage in Continuing Professional Development.

Document Control Information	
Policy title:	Norland Charter
Summary description:	The charter sets out the partnership in learning between students and Norland
Relates to staff/ student (include Set), NQN or Norlander:	Students
Version number (e.g. V1.0/EB/DD-MM-YY):	V5.0/LK/17-02-2026
Owner:	Student Engagement Manager
Housekeeping updates only:	No
Approving body:	Academic Board
Related Norland documents:	N/A
Date of approval:	17 th February 2026
Date of effect:	As above
Frequency of review (i.e. annually or every 2 years):	Every 2 years
Date of next review:	February 2028
Upload to website:	Yes