



OUR COMMITMENT ...

Mattersey Hall College has, as a key aim in its undergraduate provision, 'to help form the next generation of Christian leaders'. In the case of postgraduate students, who are usually already engaged in ministry, the formative element may well already be largely in place; and so we modify this key aim: 'to help train and equip the current generation of Christian leaders'.

This constitutes a commitment, by the College to its students, to provide appropriate training for Christian ministry (understood in its widest sense). Its academic programmes particularly are intended to facilitate the development of the critical skills that enable both existing and potential leaders to engage with, analyse and evaluate theory and praxis, and thus to be better equipped to face the challenges and make the critically informed decisions associated with Christian life, ministry and mission in the 21st century. We will offer our services in a context of mutual respect and appreciation as, together, we seek to respond to Christ's call on our lives.

As a provider of Higher Education, we also strive to offer high quality educational services that go well beyond our contractual obligations.

As a College, we are committed to:

- Maintain high academic standards, in accordance with national expectations, and offer awards that are comparable with those attained in other Higher Education institutions.
- Offer to students, and continually seek to improve, high quality learning opportunities. This includes (but is not limited to):
 - Ensuring the knowledge, ability, experience and development of our teaching faculty;
 - Provision of appropriate learning resources;
 - A programme structure that meets the needs of students; and
 - An assessment strategy that is robust, fair, transparent, and ensures that students are properly rewarded for the work they do.
- Ensure that all students (including prospective students) are provided with good and accurate information about all aspects of the College's life, programmes and processes, and that communication between the College and students is effective.
- Offer programmes and modules as advertised, wherever reasonably possible. Provision advertised will be correct, to the best of our knowledge at the time.
 - Where changes are necessary, these will be limited, and we will do our best to mitigate their effect and to offer appropriate alternatives.
 - Current and prospective students will be kept fully informed both of the changes and of options available following those changes.

- Provide all such opportunities as we can to enhance the quality of our provision, and the learning opportunities of students.
- Engage appropriately with students in the development, monitoring and review of programmes and assessment strategies to ensure that they are appropriate, realistic, and meet students' needs.
- Invite, receive and respond to feedback from students.
- Respond appropriately, and in a timely manner to students' complaints and appeals. Details of the Student Complaints and Appeals Procedure is available on the website.
- Play our part (alongside the University of Chester) to meet standards and expectations set out in the *Frameworks for Higher Education Qualifications (FHEQ)* and the *Quality Code*.¹

If these commitments are not being met, please contact the Academic Dean. For the formal procedure for making complaints, see the 'Student Complaints and Academic Appeals Procedure' document on the College website.

Details of the academic programmes are given in **Course Handbooks**. These are available on the Mattersey Hall website. Course Handbooks include important information, and also note our commitment in terms of the programmes to be delivered, assessment, a timetable for feedback, what to do to appeal a mark, etc. As part of our commitment to our students we will adhere, insofar as we can, and within the regulations set out by the University of Chester, to the processes set out there. If for any reason any information included in the Course Handbooks needs to be changed we undertake to inform students in good time.

Our expectation ...

At the same time, and as part of a mutual commitment, we have expectations of students. These are:

- To read and to pay serious regard to the content of the Course Handbook relevant to your programme, and to comply with its requirements.
- To adopt a good attitude towards learning and assessment processes.
- To meet their financial commitments to the College – which includes meeting all deadlines for the payment of fees, and fines. For more details, see the Payment Policy on the Mattersey Hall website.
- To check, regularly and frequently, their College email addresses and their University of Chester email addresses, and to respond appropriately and in a timely way, to communications from the College and the University.
- To fulfil all requirements of the University of Chester – some of which (e.g. enrolment, registration) may be communicated directly to the student by the University.

Further aspects of students' responsibilities – particularly for students studying on-campus – are found in the **College Handbook**, which can be downloaded from the Mattersey Hall website.

¹ <http://www.qaa.ac.uk/publications/information-and-guidance/publication?PubID=2718#.WqkGfoR3X8s>
<http://www.qaa.ac.uk/assuring-standards-and-quality/the-quality-code>