



## STUDENT/COLLEGE CHARTER

### You can expect from us:

1. Personalised, high-quality teaching and academic support, and regular feedback from tutors. Academic excellence is the centrepiece of what we do: we want you to thrive.
2. Professionalism, fairness and respect from tutors and college staff.
3. Welfare advice when you need it. Reasonable adjustments (on advice from the Disability Advisory Service) if disabilities inhibit your learning. Where challenges are beyond our expertise/capacity, we'll signpost support outside college.
4. Study skills support and the option of taking part in the 'Head, Hand and Hertford' life skills course.
5. Great food, and decent, affordable accommodation and facilities.
6. Deep respect for and commitment to diversity and equality, and strong action (within the law and college guidelines) wherever and whenever there is harassment, sexual misconduct, or discrimination.
7. Support for free speech and expression.
8. Access to financial support if you are struggling. Finance should not be a barrier to your studies.
9. Openness to feedback, dialogue, ideas. We won't always get it right, and you can help us improve. We'll treat complaints seriously/confidentially.

### Our expectations of you:

1. Curiosity and a commitment to your learning.
2. Independence, and integrity. You will need to take responsibility for your learning and manage your daily lives. We expect you to remain in good academic standing with the college, to meet deadlines, answer messages from tutors, follow college communications, attend meetings on time, and respect other people's time and the efforts that they are making on your behalf.
3. Understanding that you are part of a small, close-knit community. This takes respect and consideration for college staff, for each other, and for the wider Oxford community. We want to be a good neighbour.
4. An openness to debate, challenge, feedback. This includes respect for the rights of others to express (within the law) views with which you may disagree.
5. To help us achieve carbon neutrality by 2030. This will take sacrifices.

For all of us, this is an opportunity to be part of an extraordinary place with an extraordinary story. We won't expect perfection from you: being a student (and a human) is a journey of discovery and it is fine to make some mistakes along the way. Our hope is that you feel this is a great place for you; look out for and support each other; develop a passion for learning; make the most of the opportunities here; and leave better prepared for life, work, and citizenship. We want you to feel that Hertford is a positive part of your story, as you are of our story.