UCQ UNIVERSITY CENTRE QUAYSIDE

Applicant Statement

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Introduction

UCQ welcome all applications to join our further and higher education programmes. UCQ is committed to equality of opportunity and equal access to training for all.

UCQ is a Department for Education (DFE) contract holder, a Tees Valley Combined Authority (TVCA) and North East Combined Authority (NECA) devolved contract holder, a registered provider of apprenticeship training and a registered Higher Education Provider with the Office for Students (OfS).

To join a training programme at UCQ, you will need to complete an application form in the first instance. You may wish to talk to a member of staff before you decide to apply to obtain further information about the course.

Our commitment

Our values and commitment to quality further and higher education provide the basis for everything we do. Applicants and students are at the heart of what we do at UCQ. We are committed to providing you with a responsive, courteous and informed service, to help you achieve your education and career goals.

What you can expect from us

We support and assist you from your first course enquiry, through to your enrolment and then continue to support you during your learning until the completion of your programme and beyond into positive progression.

We are committed to:

- Treating you fairly, with respect and courtesy, in line with our Equality and Diversity Policy
- Providing you with relevant, correct and objective information, advice and guidance
- Presenting a true image of the occupational area and promoting equality of opportunity
- Presenting a range of information to meet your needs and support you to develop your employability skills
- Carrying out the application process in a clear and transparent manner
- Providing all support and advice confidentially and with integrity
- Discussing your future career plans and how the programme will link in with your current and future plans
- Providing impartial advice on the best route for you and referring you to alternative provision as required
- Supporting you to make your own choices about our services
- Providing you with the support you need when looking for alternative provision
- Ensuring that programme recruitment is fair, in line with our Equality and Diversity Policy
- Supporting you if you have any special needs or require reasonable adjustments to assessment
- Responding to safeguarding concerns promptly, in line with our Safeguarding Policy and Sexual Misconduct Policy
- Upholding the Prevent duty by having due regard to the need to prevent people from being drawn into terrorism

What we expect of you

We endeavor to provide you with the best opportunity to study. Knowing your responsibilities and our expectations of you will ensure your time with us is productive and enjoyable:

- When communicating with us treat staff fairly, with respect and courtesy, in line with our Equality and Diversity Policy
- Comply with UCQ academic regulations and enrolment conditions
- Once on programme, abide by your responsibilities as specified in your Individual Learning Plan
- Actively participate and complete your studies
- Do not engage in plagiarism, collusion or cheating during any assessment
- Notify us of circumstances affecting your studies
- If you experience or witness a safeguarding concern, contact our Safeguarding Team (Newcastle: 07759 561342; Tees Valley: 07366 564165) as soon as possible.

How to make a complaint

Complaints can be made in writing to complaints@ucq.ac.uk

For further information please refer to the UCQ Complaints Policy. This policy is published on the UCQ website, available at http://ucq.ac.uk/policies/