

Student Charter

British Institute of Technology Ltd

(Trading as British Institute of Technology, England)

Approved by Student Voice Committee: 9th July 2025

Approved by Academic Board: 11th August 2025

Approved by Council: 15th August 2025

Version: 3.1

Review Cycle: Annual

1. Purpose of the Student Charter

This Student Charter sets out the shared commitment between:

- 1.1 The British Institute of Technology, England (the Institute)
- 1.2 Its students
- 1.3 The Student Body / Students' Union

The Charter explains what students can expect from the Institute, what the Institute expects from students, and how we work in partnership to deliver a high-quality, inclusive and supportive learning experience.

This Charter is aligned with Office for Students (OfS) regulatory expectations, Competition and Markets Authority (CMA), consumer protection guidance, UK Quality Code for Higher Education (QAA), QAA Subject Benchmark Statements, CUC Higher Education Code of Governance.

The Student Charter is not a legally binding contract. Students' contractual rights and obligations are set out in the Student Contract and associated terms and conditions.

2. Our Shared Values

The Institute and its students are committed to:

- Mutual respect, professionalism and courtesy
- Equality, diversity and inclusion
- Academic integrity and intellectual honesty
- Freedom of speech within the law
- A safe, supportive and inclusive learning environment
- Partnership working between students and staff

3. What the Institute Commits to You

3.1 Teaching, Learning and Assessment

The Institute commits to:

- Providing teaching that meets national expectations for academic quality and standards
- Delivering programmes aligned to the **UK Quality Code, FHEQ, and QAA Subject Benchmark Statements**
- Providing clear learning outcomes, assessment criteria and marking standards
- Ensuring assessment is fair, inclusive, and consistently applied
- Providing timely, constructive feedback to support learning and progression

3.2 Academic Support and Guidance

The Institute commits to:

- Providing access to academic guidance and learning support
- Allocating a personal tutor to support academic progress
- Offering advice on progression, employability and further study
- Providing access to library, digital and learning resources

3.3 Student Voice and Engagement

The Institute commits to:

- Actively engaging with student feedback
- Supporting student representation at programme, academic and institutional levels
- Responding transparently to student feedback and explaining actions taken
- Working in partnership with the Student Body to enhance the student experience

3.4 Information, Transparency and Consumer Protection

In line with **CMA guidance**, the Institute commits to providing:

- Clear, accurate and accessible course information before and during study
- Transparent information on tuition fees and additional costs
- Timely communication about changes to courses, timetables or delivery
- Fair treatment of students if changes are required, including access to the Student Protection Plan

3.5 Student Support and Wellbeing

The Institute commits to:

- Providing access to wellbeing, disability and student support services
- Supporting students' mental and physical health
- Making reasonable adjustments for students with disabilities
- Promoting a safe and respectful campus environment

4. What We Ask of You as a Student

As a student of the Institute, you commit to:

- Taking responsibility for your own learning and engagement
- Attending and participating in scheduled learning activities
- Preparing for classes and completing independent study
- Submitting assessments on time and in accordance with academic integrity policies
- Treating staff, students and visitors with respect and professionalism
- Complying with Institute regulations and policies
- Providing constructive feedback through surveys and representation systems
- Respecting Institute facilities, resources and the wider community

5. The Role of the Student Body / Students' Union

The Student Body commits to:

- Representing students' academic and welfare interests
- Supporting student engagement in quality assurance and enhancement
- Promoting equality, diversity and inclusion
- Supporting student wellbeing and community cohesion
- Providing opportunities for social, cultural, sporting and professional development

6. Quality Assurance and Academic Standards

Students are partners in maintaining and enhancing academic quality. This includes:

- Participation in programme monitoring and review
- Engagement with module and course feedback processes
- Involvement in student representation and committees

The Institute uses student feedback, external examiner input and academic review processes to enhance quality in line with the **UK Quality Code**.

7. Complaints, Appeals and Student Protection

The Institute commits to:

- Operating fair, transparent and accessible complaints and academic appeals procedures
- Ensuring students are not disadvantaged for raising concerns in good faith
- Providing information about external review through the **Office of the Independent Adjudicator (OIA)**
- Protecting students' interests through the Student Protection Plan

8. Monitoring and Review of the Charter

This Student Charter:

- Is developed and reviewed in partnership with students
- Is approved by the Academic Board and Council
- Is reviewed annually to ensure ongoing regulatory compliance and relevance

This Student Charter reflects the Institute's commitment to high academic standards, student partnership, transparency and regulatory compliance.