

Student Charter

The Institute aims to inspire students to become innovative professionals, connecting them to exciting and rewarding careers. Everything we do is designed to equip you with both the academic knowledge and practical skills to succeed in your chosen career. We work in close partnership with the Student body at the Institute in order to achieve this and provide personal as well as professional development. This Charter underlines the commitments we make alongside those of the Student body and what we expect from you.

The Institute undertakes to:

Develop a culture of mutual respect, equality of opportunity and professionalism between staff and students and colleagues.

The Institute undertakes to provide:

- High standards of teaching and academic support, advice and guidance.
- Access to activities, including placements, work experience and volunteering to enhance employability and personal development.
- A personal tutor who support you in your academic studies.
- Opportunities and support for feedback and formal student representation and participation so that students' views can be represented in course management and development and wider academic policy and review.
- Access to student support services including counselling and advice on health and wellbeing; disability services; accommodation; finance and careers.
- Access to library and IT facilities to support your learning.
- An appropriate physical environment which supports your learning and your physical safety.

The Institute undertakes to provide the following information:

- Course and module handbooks which details assessment criteria, contact hours, mode of delivery of course, assessment arrangements and professional requirements (where appropriate).
- Clear guidance in handbooks and the student portal on regulations, academic guidance and support, appeals and complaints procedures.
- Clear deadlines and timeframes for assignments and feedback on submitted work.
- Clear communication around changes to timetables, cancelled classes, rescheduling of content etc.
- Course fees and any additional costs, payment options and deadlines as well as entitlements to scholarships and bursaries.

You undertake to:

- Take responsibility for managing your own learning, actively engaging in your course, participating fully in learning activities and ensuring that you spend sufficient regular time in private study.
- Treat staff and other students with courtesy and respect.
- Attend and participate in induction, timetabled classes and meetings with personal tutors.
- Submit assessed work by stated deadlines and ensure you are familiar with the guidance around plagiarism.
- Provide feedback to improve teaching and learning through the student representative system, module feedback and the national student survey to ensure student views are heard.
- Pay tuition fees and any other charges promptly where required.

- Respect the physical environment of the Institute and behave respectfully towards neighbours.

The Student Body undertakes to:

- Support all students to ensure they receive equal treatment and are aware of their rights and responsibilities.
- Support student participation in quality enhancement activities – especially through the election, development and training of course representatives.
- Assist you with academic and welfare problems.
- Represent the interests of students within the Institute and at local and national level.
- Support active student/community engagement, especially as regards combating antisocial behaviour.
- Advocate for equal opportunities for all students and champion the diversity of the Institute student body.
- Provide a range of social, extra-curricular, enterprise, sport and fitness opportunities to enhance personal and professional development.