

# ArtsEd Student Charter

## ArtsEd undertakes to:

- Ensure that its employees treat students and colleagues equitably, professionally and respectfully.

## ArtsEd undertakes to provide:

- A safe, supportive and inclusive environment in which to study.
- High standards of teaching, support, advice and guidance.
- Access to activities that will enhance employability and personal development.
- Regular continuing professional development for its staff.
- Support for student participation in academic development and course management, including elections of representatives.
- Access to a range of pastoral support services.
- Clearly defined access to library, IT, and other facilities.

## ArtsEd undertakes to provide students with the following information:

- Timetables, including changes, cancelled classes, re-scheduling of content (Note: occasionally the timetable may be affected, for instance by Bank Holidays or public performances)
- Clear deadlines and timeframes – detailed in Course documentation – for feedback on submitted work.
- Student and Course information detailing: assessment criteria, contact hours, mode of delivery of course, assessment arrangements and regulations, expectations of personal and professional behaviour, academic guidance and support.
- Course costs and tuition fees, payment options and deadlines, and an estimate of necessary additional costs.
- Clear procedures for reporting and dealing with complaints and appeals

## Students undertake to:

- Treat staff, visitors and their fellow students equitably, professionally and respectfully.
- Respect the academic judgement of the institution.
- Attend induction, participate in timetabled classes, rehearsals and performances, and attend meetings with tutors.
- Obtain agreement from the School, in advance, for any essential absences.
- Take responsibility for managing their own learning: actively engaging in their course; ensuring they spend sufficient regular time in private study, and participating fully in group learning and assessment activities.
- Submit assessed work by stated deadlines and actively participate in feedback.
- Make prompt payment of charges made by the institution.
- Return promptly and in good condition any equipment loaned by the institution.

- Support Course Representatives and participate in systems which will lead to improvements in the quality of learning and teaching as detailed in the Student Handbook.
- Respect the physical environment of the institution and behave respectfully towards all members of the ArtsEd community and its neighbours.
- Abide by all of the School's Health and Safety policies and all other codes and policies.
- Stand up for others: challenge inappropriate behaviour and report it.

**The Students' Union undertakes to:**

- Support all students to ensure they receive equal treatment and are aware of their responsibilities and rights.
- Support student participation in quality enhancement activities.
- Provide students with advice on welfare problems.
- Represent the interests of students at local and national level.
- Support active student/community engagement, especially as regards combating antisocial behaviour.

This Charter was approved in February 2014 and has since been reviewed annually. The Charter was most recently reviewed and updated in May 2019.

This charter should be read in conjunction with the Student Protection Plan. In the very unlikely event that something happens to prevent us from being able to deliver any of our courses, the student protection plan has been developed to identify any risks to continuation of study and the actions we would take should any of these risks become a reality.