

Student Charter 2025 – 2026

Here at London School of Science and Technology (LSST) we believe that clear, mutual expectations will help to improve the quality of your learning and teaching experience and academic journey with us and ensure that we focus on further enhancement to provide you with an education that has 'currency' and that it is second to none.

The Student Charter has been developed by LSST with input from our Student Union and sets out what we can expect from each other as partners in a modern learning community.

Consequently, this Student Charter sets out for you, as a student, what you can reasonably expect from LSST when you accept an offer to study, as well as the standards of conduct we expect from you.

For more information, please contact the SU directly: <https://www.lsst.ac/su/>

When you enrol on a study programme at LSST you can expect:

- To study on a well-designed, high-quality academic programme, taught by qualified and knowledgeable staff.
- To be equipped with the skills, attributes and capabilities to enhance your employability and career prospects and support lifelong learning.
- To be treated with dignity and respect within in an inclusive and supportive learning environment.
- Regular contact with your Personal Academic Tutor to support you to successfully achieve your diploma or degree.
- Support services that proactively help you to keep your learning on track.
- To be treated with dignity and respect within in an inclusive, safe and supportive learning environment, with zero tolerance of abusive behaviour, including harassment, sexual misconduct, violence, bullying, and victimisation.
- On validated and franchised courses; full academic recognition from the course's awarding body on successful completion of your course of study.
- A transcript of your learning achievements on completion of your studies.
- Your statutory rights under UK law, including your consumer rights to be upheld.
- Your degree to hold its value over time, and to represent genuine value for the investment you have made in higher education.
- The option to withdraw from your studies within two weeks of the course start date and receive a full refund of your course fees.

You are expected to:

- Attend all your lessons and meetings with your Personal Academic Tutor, and submit your assignments on time, or let us know beforehand if you are unable so that we can continue to support you.
- Follow instructions given to you by LSST's employees and on notices or signs around your campus.
- Behave in a safe and responsible manner and never endanger your safety, or the safety of those around you.
- Act in accordance with LSST's Code of Conduct and treat your fellow students with respect and courtesy.
- Be aware of, and adhere to our academic policies and regulations.
- Uphold standards of conduct that promote a safe and respectful learning environment, including zero tolerance for sexual misconduct, harassment, discrimination, or any behaviour that compromises the well-being and dignity of others.
- Keep in contact with us and respond promptly to communications.
- Tell us as soon as possible if the information we hold on you, including your contact information, changes.
- Be patient and polite with our staff, even if you are upset about something, so that we can help to resolve the issue.
- Plan for the timely payment of all tuition fees and other fees payable to LSST.

Accessibility of learning opportunities

You can expect:

- LSST to make reasonable adjustments to accommodate a disability or learning difficulty that may impact your learning.
- Campus facilities which are accessible.
- To receive support and appropriate referral if you are experiencing poor mental health or difficult personal circumstances.

You are expected to:

- Let us know as soon as possible if need assistance with something that is preventing you from attending taught classes or engaging with your studies for example submitting assessments.

Teaching, learning and assessments

You can expect:

- To receive a high standard of teaching, which is comparable to standards at other UK higher education providers and consistent with Office for Students (OfS) conditions of registration.
- To be taught by industry professionals who are appropriately qualified and skilled, with sound contemporary knowledge of their subject disciplines.
- To receive high-quality course materials and timely information about your Course An opportunity to achieve an award beyond the threshold pass-level.
- An accurate and reliable assessment of your academic ability based on the assessments you submit.
- Meaningful feedback on formative and summative assessments that helps you to develop your knowledge and skills and academic ability.
- Exams will take place in a calm and well-organised setting. You'll be expected to follow instructions, respect others around you, and help keep the environment focused and distraction-free.
- Opportunities to attend guest speaker events given by prominent industry experts and motivational coaches throughout your course.
- To be encouraged to explore ideas freely and express your views respectfully. You may be challenged by views you find personally unacceptable, but which are within the law. Challenging and debate of viewpoints is part of your academic journey and we encourage discussion and debate that takes place from a position of mutual respect for different views. Academic freedom and freedom of speech are key values here — but they go together with respectful debate and open, fair-minded discussion.

You are expected to:

- Be a proactive and independent learner, and take responsibility for your personal development.
- Engage in lively academic discourse and contribute to the exchange of ideas in class.
- Meet your assessment deadlines.
- Submit your own work and not plagiarise or submit the work of others as your own (which includes contracting another person or company to produce work on your behalf).

Your learning environment

You can expect:

- To feel safe and secure on LSST's premises.

- Access to clean, comfortable, and well serviced study areas with practical teaching aids.
- Essential facilities and amenities that are hygienic and well maintained.
- Signs and guidance to help you find your way around the campus.

You are expected to:

- Treat your campuses and teaching resources with due respect and not leave litter or deface LSST property.
- Respect LSST's digital infrastructure and ensure that passwords and login details are not compromised.
- Contribute to building an active, inclusive and respectful learning community and never behave in an intimidating or abusive way.
- Take good care of your personal possessions and not leave them unattended.
- Let us know immediately of any risk to the safety, security or wellbeing of yourself or others.

Your voice

You can expect:

- To have your say on matters affecting the quality of your education, and for your opinions to be listened to.
- To be represented by your student colleagues, who will sit within LSST's governance committees.
- To be consulted by LSST in the event of any significant changes to your course.
- The right to complain to us if you are unhappy or to appeal a formal decision made by LSST which affects your academic progression.

You are expected to:

- Participate in surveys designed to help us improve the quality of service that we provide to you.
- Consult your student representative about things that you think we can do better.
- Try to resolve any problems amicably and informally where you can.
- Bring any serious concerns to our attention using our complaints procedure as soon as possible.

The Student Union (SU)

You can expect:

- To automatically become a Student Union member upon enrolment (you may opt out if you wish).
- The SU to represent your interests to LSST management, empowering students to make a meaningful impression on their learning experience.
- A confidential and impartial advisory service from the SU on how to get the most out of your experience with LSST.
- The opportunity to participate in the development of social and academic events and engage in local, and national student movements.

As an Alumnus of LSST

You can expect:

- LSST to stay in contact with you after you graduate to promote a range of networking opportunities and social and academic events to help you with your career ambition.
- To become a member of the School's Alumni Association and continue to benefit from LSST professional skills workshops and CV development activities.
- Access in perpetuity to LSST's libraries.

We would like you to:

- Continue to support LSST and its students by giving up your time, providing your expertise, or by contributing in your own way.
- Respond to requests to participate in Graduate Outcomes surveys (after graduation) to help LSST to reflect on the success of its mission.

