

Student Charter 2023 - 2024

Here in LSST we believe that clear, mutual expectations will help to improve the quality of your student 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.

To that end, our 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 what our students can reasonably expect from LSST when they accept an offer to study, as well as the standards of conduct expected of them in return.

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 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,
- on validated and franchised programmes; full academic recognition from the programme'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 of your lessons and meetings with your Personal 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 the School's employees and signs around campuses,
- behave in a safe and responsible manner and never endanger your safety, or the safety of those around you,
- act in accordance with the School's Code of Conduct and treat your fellow students with respect and courtesy,
- be aware of, and adhere to our policies and regulations,
- keep in contact with us and respond promptly to communications addressed to you,
- inform us promptly 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,
- make arrangements for the timely payment of all tuition fees and other fees payable to LSST.

Accessibility of learning opportunities

You can expect:

- the School to make reasonable adjustments to accommodate a disability or learning difficulty that may impede your learning,
- campus facilities which are designed with accessibility in mind,
- to receive support and referral if you are struggling with a mental health issue or adverse personal circumstances.

You are expected to:

- let us know as soon as possible if need assistance with an issue that is preventing you from attending the School or engaging with your studies.

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 the National Qualification Framework,
- 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 programme,
- an opportunity to achieve an award beyond the threshold pass-level,
- an accurate and reliable assessment of your academic ability based on your submitted assignments,
- meaningful feedback on formative and summative assessments that helps you to develop your understanding and academic ability,
- controlled examinations to be conducted in an orderly way,
- opportunities to attend guest speakers events given by prominent industry professionals and motivational coaches throughout your course,
- LSST to exemplify traditions of academic freedom and freedom of expression, underpinned by mutual respect and objective debate.

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 to produce work on your behalf).

Your learning environment

You can expect:

- to feel safe and secure on the School'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.

You are expected to:

- treat your campuses and teaching apparatus with due respect and not leave litter or deface School property,
- 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 unguarded,
- 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 School management committees,
- to be consulted by the School in the event of any significant changes to your programme,
- the right to complain to us if you are unhappy, or appeal a formal decision made by the School which affects your academic standing.

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 the School's 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 the School's 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 making a contribution in your own way,

- respond to requests to participate in Graduate Outcomes surveys (usually 15 months after graduation) to help the School to reflect on the success of its mission.

