

STUDENT CHARTER

Preamble

1. The College provides educational, academic, welfare and career support to aid and encourage all students to build on their strengths in advanced study; develop their appetite for intellectual and personal growth; and benefit fully from College life.
2. To achieve this, the College aims to offer access to high-quality support, at the point closest to an individual student's needs, by different teams in a way that takes account of each student's individual circumstances.
3. To promote this, the College asks each student to actively engage in and shape their education; and to seek solutions and advice when their academic progress or any other part of College life causes concern to them, other students or the staff who teach them.
4. To further this, the College aims in this charter to give all members of the academic community a clear understanding of the roles and responsibilities that they, the College, and the Students' Union have in meeting the above expectations.

Student responsibilities

5. All students have a responsibility to:
 - (a) make the most of their programme, their College experience and the other opportunities that the College and the Students' Union have to offer;
 - (b) treat all members of the College community with respect;
 - (c) represent the College as responsible ambassadors through their good conduct on and off campus and ensure their actions have a positive impact on the College and the local and wider community;
 - (d) participate in the College's culture of learning, which is based on celebrating strengths and diversity, critical enquiry, debate and self-motivation;
 - (e) pursue their academic and professional studies in a diligent, honest and responsible manner;
 - (f) engage with the College in forming their own education and career goals, and monitor their progress towards these goals;
 - (g) engage with College initiatives to promote environmental and community sustainability; and
 - (h) comply with the College's policies, regulations, and procedures.

College responsibilities

6. The College has a responsibility to ensure that all students can:
 - (a) learn within a framework that facilitates their active learning and helps them achieve the outcomes of their programme;
 - (b) make use of appropriate learning resources and support so that they can take responsibility for their own learning and improve their knowledge, understanding, career development, skills and competencies;

- (c) access a tutor/supervisor or programme leader, who will provide regular opportunities to discuss academic assessment, progress and personal development;
- (d) receive effective and timely feedback on their academic work;
- (e) enjoy a safe place on campus in which to work and study and which considers the effect of its activities on the environment and the local community;
- (f) access professional welfare services designed to support all students;
- (g) get clear information on College fees and have access to advice and guidance about student loans, hardship funds (where available) and other student funding;
- (h) express and debate their views freely within the law;
- (i) participate in the Student Representation System; and
- (j) get information on professional and regulatory requirements relevant to their programme.

Students' Union responsibilities

7. As a student-led organisation, GSM London Students' Union has a responsibility to:
- (a) be the recognised voice of the student body, and campaign on its behalf;
 - (b) provide a safe and enjoyable space for members and offer opportunities for getting involved in societies, student groups, volunteering and safe employment to promote personal development;
 - (c) welcome new and returning students to the College and support them in their transition to and from College;
 - (d) promote the importance of personal safety and wellbeing;
 - (e) strive to improve the quality of life of students and their integration with the local community;
 - (f) give access to, or signpost, free advice on academic, finance, housing, immigration and employment issues;
 - (g) offer support to students in formal College procedures;
 - (h) hold free and fair elections within a democratic structure; and
 - (i) use resources responsibly in the interests of students and re-invest student spending back into Union services.

Schedule (not part of the policies and regulations):

Responsible Officer: Provost

Approved by: Board of Directors and Academic Board and GSM London Students' Union

Version: 2.1

Date: 25 November 2015

Monitoring and Review Body: Academic Board and GSM London Students' Union

Effective From: 1 February 2016

Next Scheduled Review: February 2019