

## Sample of Student Charter

### **[The Institution] undertakes to:**

- Require and encourage its staff to treat students, colleagues and visitors fairly and show respect for difference and diversity;
- Support and encourage attendance at extra-curricular activities organised by the conservatoire.

### **[The Institution] undertakes to provide:**

- Timely communication using a range of methods as outlined in the current Student Guide to Communication and Consultation;
- High standards of teaching, support, advice and guidance as outlined in the Student Handbook and Programme Specifications;
- Constructive feedback that promotes student learning;
- Access to performance and other opportunities that will enhance employability and personal development;
- Opportunities to work collaboratively with students from all pathways across the conservatoire. These opportunities may be available as part of the curriculum or outside of timetabled studies;
- Support for student participation in academic development and course management, including elections of representatives;
- Access to appropriate information, advice and guidance services;
- A high quality, safe, effective and accessible physical and virtual learning and teaching environment;
- The opportunity to work with industry relevant practitioners in accommodation that is of industry standard and fit for purpose;
- Sustainable business practices that demonstrably reduce our carbon footprint and energy consumption.

### **[The Institution] undertakes to provide students with the following:**

- Accurate information regarding tuition fees and other costs associated with study, payment options and financial support;
- Reasonable advance notice and a timely explanation regarding cancelled and re-scheduled classes as outlined in the Student Guide to Communication and Consultation;
- A student guide that covers programme and module details such as assessment procedures, regulations, academic guidance and appeals and complaints procedures;

**Students undertake to:**

- Explore their passion for their subject and share this with other students;
- Treat all staff, fellow students and visitors fairly and respectfully;
- Attend and participate in induction, timetabled classes, meetings with tutors and all other scheduled activity;
- Work in partnership with [The Institution] staff and take responsibility for managing their own learning by actively engaging with their programme, ensuring they spend sufficient time practicing and participating fully in group learning activities;
- Working partnership with their peers to fully support all group and ensemble work by meeting their contribution target;
- Take part in public performances and events organised by the conservatoire where they have agreed to. For example, these might include workshops, master classes, orchestras, big bands, production showcases and/or events, and conservatoire ensembles of varying sizes across diverse genres. If students have agreed to perform in a concert they must treat this as a professional contract and they will be expected to attend all rehearsals and treat the rehearsals as having priority over other commitments. If students miss rehearsals they will potentially lose their place in that performance.
- Submit assessed work within stated deadlines, actively participate in feedback and attend all formal assessments at a time determined by the conservatoire;
- Comply with [The Institution's] general regulations;
- Support student representatives and participate in systems which will lead to improvements in the quality of learning and teaching;