

Student Charter

The students' charter

The Student Charter has been developed by the London College of Contemporary Arts to enable students to understand what will be expected of them during their studies and what they can expect of LCCA.

The Charter will be reviewed and updated annually by the College and its Student Council working together. The principles of the student charter are underpinned by the UK Quality Code Chapters B3, B4, B5 & Part C.

The Students' Charter has two purposes:

- To explain what individual students can expect when coming to study at LCCA;
- To guide students as to what the College expects of them as learners.

Supporting the aims, aspirations and needs of students – what students can expect

Students are provided with an **Induction** both to their programme of study and to the College facilities and services. This will include information about:

- The programme and associated regulations
- Tutor/s and course teams
- Learning Resources
- Students' Council
- Students' Charter and student responsibilities
- Leisure facilities
- IT facilities
- Attendance & punctuality expectations and disciplinary procedures
- Health & Safety
- Other support facilities

The Induction Programme varies but is normally takes place over a day or two days. Students also receive a programme induction which will outline the key programme aims, learning outcomes and assessment strategies. Year 2 or continuing students also receive Induction to each year of study.

Guidance and support available to students

All students will receive an introduction to the College's online resources and the virtual learning environment which includes access to the Student Handbook. The Student Handbooks sets out:

- Services and facilities available in College
- Opportunities for educational support and guidance
- Code of conduct and regulations which apply to students
- Complaints and appeals procedures
- The College policies on Equality and Diversity
- Academic Misconduct regulations and appeals procedure
- Disciplinary procedure
- Health & Safety
- Prevent Duty – protecting students from extremism.

Teaching and learning

LCCA aims to provide a high quality **Learning and Teaching** environment which supports students to achieve nationally and internationally recognised qualifications validated and accredited by UK awarding bodies. The qualifications and courses of study provided are run to meet the needs of students, employers and/or higher education progression requirements. Students are supported with information as to the content and assessment strategies of courses, and are provided with advice, feedback and guidance to encourage improvement, achievement and success.

Students can expect the following:

- Courses of study that are appropriate to their needs and expectations;
- Assessment of their individual learning needs, if required, and additional support with study and language skills;
- Teaching to be delivered and managed by qualified, experienced and committed lecturers, tutors and support staff;
- Classes to start and end on time and students to be informed about any unavoidable changes;
- Lecturers to be actively involved in supporting student learning through a variety of teaching and assessment methods;

2/3

- Sufficient range of online and hard copy literature sources;
- Assignments and assessments that are set at a pre-notified time and returned with helpful comments within an agreed timescale;
- Assessments to be fair and consistent and understood by staff and students;
- To have access to and knowledge of the academic appeals procedure;
- To have regular reviews and feedback on individual progress;
- To be advised on finding a suitable work placement if that is a stipulation of the programme.

The LCCA student experience is a partnership between the student and the College. LCCA has certain expectations of students including to:

- Take responsibility for their own learning,
- Attend classes, workshops, seminars and tutorials regularly and punctually and wear their ID at all times,
- Treat everyone with respect and courtesy,
- Complete assignments and other course work on time,
- Submit work that complies with good academic practices,
- Report absence through 'MyPage' by 09.30 with reason.

As part of the support provided, each student will have access to tutorial support. This will include students being given:

- Information on programme learning aims and delivery;
- Access to extra support or referral to specialist services for any additional support needs;
- Help to identify effective study strategies;
- Support and advice on alternatives if a programme of study is no longer appropriate;
- Information on opportunities to take part in social, cultural and course related activities.

Information, Advice and Guidance

LCCA aims to provide appropriate information, advice and guidance on academic and pastoral matters either through tutors, academic support staff or referral to external agencies and services. This may include:

- Careers education and guidance and job fairs
- Personal counselling where appropriate or referral to a counsellor
- Finance guidance on fees and accessing student loans
- Health and welfare services guidance and advice on services

In order to access help, students must let their tutor, programme coordinator or other member of staff know if they have a problem that affects their learning, or if they need advice or counselling. Staff can provide help with a variety of concerns or signpost students to sources of professional advice.

The Student Voice

LCCA provides **opportunities** for students to comment on their courses and the services offered by the College. Dialogue with and response to student views is central to the management of the quality and enhancement of student learning. LCCA aims to respond quickly to any problems and to communicate to students the actions taken. Students' views and opinions are collected through:

- Surveys which ask for student feedback on their learning experiences
- Participation in course review meetings or making views known to student representatives
- Participation in student meetings including the Student Council
- Accessing the College complaints procedure, which will include clear information on how to raise a concern
- Participate in preparation of external visits from awarding body staff and examiners.

Dealing with problems

If, for whatever reason, a student is unhappy with any aspect of the service(s) received at LCCA, the College will do everything possible to resolve the complaint.

LCCA has a formal complaints procedure, which students may use to bring a problem to the attention of tutors, support staff and the senior management. However, in the first instance students are encouraged to talk to their tutor, Course Manager or Programme Coordinator so that problems can be resolved quickly and informally. Where problems are not resolved informally, then the formal aspect of the complaints procedure should be followed. The College will acknowledge and provide an initial response to individual complaints within five working days of its receipt. The College will then aim to conclude investigations within 14 working days. The Complaints Procedure and Forms are available online or from Student Services.

Where a complaint is not resolved by the Complaints Procedure, students have the right, in the case of academic disputes, to appeal to the appropriate awarding body or partner institution. Students also have the right of Appeal including to the Office of the Independent Adjudicator as set out in the Complaints Procedure.

On completion of studies

When reaching the end of a course of study, students are offered information and advice to help them with their next steps. This includes information as to progression options for further studies, and where advice on career and employment is available. Support available includes:

- Full information on progress including results
- Information on employment advice, careers and progression
- A reference in support of applications for further programmes of study or employment
- A College certificate, if appropriate.

We hope you enjoy your time with us