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Student Charter

Applicability of this Charter

This Charter is intended to apply to students registered for award-bearing courses – Diplomas Certificates and Awards. It is also intended to be broadly applicable for students registered on short courses or individual units, although not all elements of the charter will be relevant to such students.

For collaborative programmes, the College will endeavour to work with any partner institutions to ensure that the standards of support they offer and the expectations they set are matching with those of the College itself.

Communication and Dissemination of this Charter

This Charter is published on the College website. It is drawn to the attention of students via appropriate means – for example, mentioning and linking to it in pre-admission information such as ‘offer letters’, and mentioning it in College and course induction sessions and materials. The Charter can be provided in other formats as part of the College regulatory procedures.

Staffs are also made aware of the Charter, for example through induction sessions. Key staff such as Programme Leaders will be made aware as and when any relevant revisions are made.

Approval and Revisions to this Charter

The Student Charter is reviewed annually by the Board of Directors or its nominated representative(s), in consultation with the Students’ Representative or their nominated representative(s).

Any substantive revisions should be considered by the Academic Board. This should be done in approximately July each year, to come into effect in the next academic year starting from September.

Revisions to the Charter should be jointly approved by the Board of Directors and Academic Board.

As a Student Can Expect the College to

At all times	As a student, you are expected to
Be courteous, fair and prompt in our dealings with you.	Be courteous, fair and prompt in your dealings with the College and its staff.
Provide equal and fair treatment for all regardless of gender, age, race, ethnicity, disability, sexual orientation, religion or belief..	Be considerate and respectful to our diverse community of student.
Provide an educational experience that is of a consistently high standard and in line with the good academic practice.	Be aware of and abide by the regulations, policies and procedures of the College and any specific to your programme of study.

Provide clear information concerning the level of academic support you will receive (whether via direct teaching or support from a tutor or mentor, directed learning opportunities).	Take responsibility for your own learning, pursue your studies with a positive commitment, do your best and aim high.
Take all reasonable measures to support and provide services for students with disabilities or other special needs.	Let us know if you have a specific access requirement or specific learning needs that we may be able to help with.
Respect your right to confidentiality.	Communicate with us as required by your programme and inform us of any changes in your circumstances, including changes to your contact details.
Provide you with points of contact, throughout the duration of your studies, in case you have questions or need advice.	Apply, register, and pay any required fees according to published deadlines.
Protect all the personal information you provide in line with the Data Protection Act.	Comply with the relevant regulations detailing codes of conduct for students.
Deal with any formal complaints in line with the relevant Complaints Procedure.	

When You Enquire, Apply or Register

You can expect the College to	As a student, you are expected to
Provide up-to-date and accurate information and advice on the programmes we offer and how to apply.	Make every effort to ensure that you have the information needed to make an informed choice of programme of study.
Provide clear information about any professional accreditation that is linked to specific programmes.	Give us complete and accurate information on your application form and tell us about any personal circumstances (e.g. your health, specific access requirements or other special needs) which will help us to help you.

<p>Reply to all enquiries about our programmes and about your application and registration with timely, accurate and helpful responses.</p>	<p>Be honest throughout the application and registration process.</p>
<p>Enable you to submit an application without undue difficulty and keep you informed of its progress.</p>	<p>Carefully read all pre-registration or registration-related material we may send you or make available after offering you a place and make use of induction activities for the programme of your choice.</p>
<p>Consider your application in a fair and consistent manner, and in line with our admissions policies.</p>	<p>Understand and comply with any relevant UK immigration rules if you are still subject to immigration control.</p>
<p>Provide you with information on the registration process.</p>	
<p>Give clear and up-to-date information about tuition fees, any ancillary fees and additional charges, and our procedures and deadlines for payment being made if you are a self-funded student.</p>	
<p>Give general guidance, and pointers to further resources, about potential sources of funding; and about typical living costs if your studies will be based in London (however, the College cannot provide detailed financial advice).</p>	
<p>Advise you how to become eligible for the programme of your choice.</p>	
<p>Issue a confirmation of your registered status.</p>	

Provide introductory guidance materials, induction sessions or similar leading into the main commencement of your course.	
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When You Begin and During the Course of Your Studies

You can expect the School to	As a student, you are expected to
Provide all necessary information about your programme, study requirements, timetable, options, and the regulations and procedures you must follow.	Ensure that you read the information provided and seek clarification of anything you do not understand.
Provide high-quality programmes that meet UK expectations and standards.	Be guided by the number of study hours recommended.
Provide a study programme that makes clear what and how you are expected to learn and guides you towards completing this successfully.	Be responsible for managing your time so that you submit work by the deadlines to avoid any delays to your progression.
Provide you with learning support from staff (e.g. lecturers and tutors, peer mentors) in a manner appropriate to your study.	Organise any personal or employment commitments so as not to unduly affect your studies.
Provide you with access to appropriate learning resources and facilities, including IT and library resources, and making use of appropriate technology.	Participate fully in any required learning activities for your programme and meet any attendance and assessment requirements.
Provide appropriate support and resources for personal development, including employability.	Seek advice if you are unhappy with your programme or subject choices.
Provide a safe and secure physical environment for students studying at College premises.	Approach your tutor, Welfare Officer or another appropriate member of staff if you have any particular issues affecting your ability to manage your studies.
Provide access to services relating to student welfare for students studying at College premises..	Take advantage of all learning resources available to you and abide by any regulations or policies relating to them

Contact you if staff have any concerns about your ability to manage your studies and to support and advise you accordingly, referring you to more appropriate support within the College if suitable.	Check regularly for any College correspondence sent to you by email.
Give you notice of any significant change to your programme, as soon as reasonably possible.	Be respectful of the physical environment when in attendance at College premises.
	Pay due respect to health and safety in college premises.

When You are Being Assessed

You can expect the College to	As a student, you are expected to
Provide information on assessment tasks, methods and requirements – including how, when and where assessments will take place and how you will be graded.	Ensure robust procedures are followed for the conduct of assessment.
Make reasonable adjustments for students with specific access requirements which neither advantage nor disadvantage them	Inform us of any specific requirement or special need for which we need to try and make adjustments or allowances for.
Ensure that the method of assessment used is appropriate for the programme, tests appropriate learning outcomes, and complies with College policies	Be aware of relevant submission dates, prepare submissions carefully and hand in your work on time and according to the methods advised.
Ensure robust procedures are followed for the conduct of assessment.	Follow the code of conduct and all instructions relating to assessments including any instructions that may be specific to your particular course.

Ensure that your assessments are marked by suitable lecturers who have been appointed through a formal process.	Follow guidance from the college and any from your specific programme regarding good academic practice, writing, referencing and how to avoid plagiarism.
Ensure that your performance is properly evaluated against appropriate marking criteria and in line with the College's assessment policies.	Show a commitment to academic honesty by ensuring that the work you submit is your own and that you acknowledge any use you make of the work of others.
Provide feedback on your academic progress so as to aid your overall learning and academic performance	
Provide you with information on assessment regulations and good academic practice for completing assessments, as well as information on an inappropriate practice that may constitute an assessment offence (e.g. plagiarism or cheating) and the consequences of such offences	
Use plagiarism detection software at our discretion	
Communicate provisional assessment results at appropriate points, with final results to be communicated through appropriate channels after the final meeting of the Board of Examiners and external verifier.	

Respecting Your Views

You can expect the College to	As a student you are expected to
Recognise a Students' Representative, representing the student body, and work with them in support of appropriate activities.	Consider engaging with the activities of the Students' Representatives.
Provide for student membership in our committee structure.	Consider opportunities to join our committees as a student representative

Facilitate two-way communication between staff and students or student representatives.	Engage appropriately with our student feedback mechanisms.
Give you regular and specific opportunities to provide feedback on the quality of our programmes and support services during the course of your studies.	Behave in a constructive and considerate way when expressing your opinions.
Provide you with information on the actions taken in response to the feedback we receive from student experience surveys.	

If You Have Concerns or Difficulties

You can expect the College to	As a student, you are expected to
Provide access to advice and information on our procedures should you wish to complain or if you have a problem (this includes any matters such as harassment or grievances).	Try to resolve any problems informally, e.g. through speaking to relevant staff such as your tutor or Programme Leaders – and if this is not possible, to let us know before such problems develop into greater difficulties.
Treat complaints seriously and fairly, and respect confidentiality at all times	Not make any malicious complaints or allegations.
Make sure that, if you complain using the official procedures, you will not be discriminated against because you have complained.	Be fair and reasonable if you are involved in any formal procedures of the College.
Monitor the number of complaints and appeals we receive and their outcomes.	Follow the procedures closely, and provide relevant key facts and supporting evidence, within the specified timescales.

Legal Disclaimer

This Student Charter is not to be considered a legally binding contract and is not intended either to define or limit the legal rights and responsibilities of LSME or individual students. All students should ensure that they are aware of all documents published by LSME which relate in any way to being a registered student including all policies, procedures, guidelines, registration agreements and course-specific documentation.



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