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LONDON SCHOOL®
OF MANAGEMENT EDUCATION

2026-27 Academic Year

Student Charter

Student Charter

About this Charter

This Student Charter summarises the standards of service, which the College expects from learners and aspires to offer students and the standards of conduct that learners should expect from the College and aspire to follow. We hope that the relationship between the College and all our students will be one of partnership, allowing studies to be conducted in the context of a supportive and knowledgeable learning community. We also expect all teaching staff to be familiar with the content of this 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 match with those of the College itself.

Communication and Dissemination of this Charter

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

Staff 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 the Academic Board.

The Charter in Detail

In the provision of higher education, the management and all staff of LSME are committed to:

- Developing in each individual learner a sound moral attitude, based on the values of equality and diversity, compassion, respect, understanding and justice.
- Delivering a curriculum, which inspires excellence.
- Setting the highest expectations of work and behaviour for staff and students.
- Protecting the dignity of all who are a part of our community.
- Creating a conducive and stimulating environment for all.
- Fostering open communication as the basis for close cooperation.
- Conducting ourselves in accordance with our Code of Practice.
- Building strong partnerships to advance our future growth and development

As a student you 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 • provide equal and fair treatment for each student regardless of gender, age, race, ethnicity, disability, sexual orientation, religion or belief. • Develop in each learner a sound and ethical moral attitude based on the values of equality and diversity, compassion, mutual trust and respect. • provide an educational experience that is of a consistently high standard and in line with the good academic practice and latest research • 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) • protect the dignity of all students and take all reasonable measures to support and provide services for students with disabilities or other special needs. • respect your right to confidentiality • provide you with points of contact, throughout the duration of your studies, in case you have questions or need advice • protect all the personal information you provide in line with the Data Protection Act • deal with any formal complaints in line with the relevant Complaints Procedure. • create a conducive and stimulating environment for all.	• be courteous, fair and prompt in your dealings with the College, its staff, other students and visitors at all times both in and out of the campus • Support the values, authority and discipline of the College. • Support the teachers and management of the College. • be considerate and respectful to our diverse community of students • be aware of and abide by the regulations, policies and procedures of the College and any specific to your programme of study • attend college regularly and take responsibility for your learning, pursue your studies with a senior commitment, do your best and aim high • participate, as fully as possible, in all activities (academic, social and community). • be punctual in all your undertakings • complete all assignments to the best of your ability. • let us know if you have a specific access requirement or specific learning needs that we may be able to help with • Communicate with us as required by your programme and inform us of any changes in your circumstances, including changes to your contact details. • apply, register, and pay any required fees according to published deadlines • comply with the relevant regulations detailing codes of conduct for students such as LSME Student Charter and the Rules and Regulations . • Raise matters in a positive and constructive manner, and by utilising the correct channels of communication. • respect the feelings and property of other people, both in the College and in the community. • be appreciative of the resources of the College and take responsibility for them by showing due care for the buildings, furniture, equipment and grounds.

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 • provide clear information about any professional accreditation that is linked to specific programmes • reply to all enquiries about our programmes and about your application and registration with timely, accurate and helpful responses • enable you to submit an application without undue difficulty and keep you informed of its progress • consider your application fairly and consistently, and in line with our admissions policies • provide you with information on the registration process • 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. • give general guidance, and pointers to further resources; and about typical living costs if your studies will be based in London (however, the College cannot provide detailed financial advice) • advise you how to become eligible for the programme of your choice • issue a confirmation of your registered status • provide introductory guidance materials, induction sessions or similar leading into the main commencement of your course.	• make every effort to ensure that you have the information needed to make an informed choice of the programme of study • 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 help you • be honest throughout the application and registration process • 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 • understand and comply with any relevant UK immigration rules if you are still subject to immigration control. • Read the student Contract Terms and Conditions before accepting an offer at LSME.

When you begin and during your studies.

You can expect the College 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 • provide high-quality programmes that meet UK expectations and standards • provide a study programme that makes clear what and how you are expected to learn and guides you towards completing this successfully • provide you with learning support from staff (e.g. lecturers and tutors, peer mentors) in a manner appropriate to your study • provide you with access to appropriate learning resources and facilities, including IT and library resources, and making use of appropriate technology • provide appropriate support and resources for personal development, including employability • provide a safe and secure physical environment for students studying at College premises • provide access to services relating to student welfare for students studying at College premises • 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 • give you notice of any significant change to your programme, as soon as reasonably possible.	• ensure that you read the information provided and seek clarification of anything you do not understand • be guided by the number of study hours recommended • be responsible for managing your time so that you submit work by the deadlines to avoid any delays to your progression • organise any personal or employment commitments so as not to unduly affect your studies • participate fully in any required learning activities for your programme and meet any attendance and assessment requirements • seek advice if you are unhappy with your programme or subject choices • approach your tutor, Welfare Officer or another appropriate member of staff if you have any particular issues affecting your ability to manage your studies • take advantage of all learning resources available to you and abide by any regulations or policies relating to them • regularly check for any College correspondence sent to you by email • 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 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. • make reasonable adjustments for students with specific access requirements which neither advantage nor disadvantage them • ensure that the method of assessment used is appropriate for the programme, tests appropriate learning outcomes, and complies with College policies • ensure robust procedures are followed for the conduct of assessment • ensure that your assessments are marked by suitable lecturers who have been appointed through a formal process • ensure that your performance is properly evaluated against appropriate marking criteria and in line with the College's assessment policies • provide feedback on your academic progress 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 Examiner.	• be familiar with, and comply with the regulations and requirements governing the assessment of your programme • inform us of any specific requirement or special need for which we need to try and make adjustments or allowances for • be aware of relevant submission dates, prepare submissions carefully and hand in your work on time and according to the methods advised • follow the code of conduct and all instructions relating to assessments including any instructions that may be specific to your particular course • follow guidance from the college and your specific programme regarding good academic practice, writing, referencing and how to avoid plagiarism • 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.

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 • provide for student membership in our committee structure • facilitate two-way communication between staff and students or student representatives • give you regular and specific opportunities to provide feedback on the quality of our programmes and support services during your studies • Provide you with information on the actions taken in response to the feedback we receive from student experience surveys.	• consider engaging with the activities of the Students' Representatives • consider opportunities to join our committees as a student representative • engage appropriately with our student feedback mechanisms • Behave in a constructive and considerate way when expressing your opinions.

If you have concerns or difficulties

You can expect the College to:	As a student, you are expected to:
• provide access to advise 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) • treat complaints seriously and fairly, and respect confidentiality at all times • make sure that, if you complain using the official procedures, you will not be discriminated against because you have complained • Monitor the number of complaints and appeals we receive and their outcomes.	• 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 • not make any malicious complaints or allegations • be fair and reasonable if you are involved in any formal procedures of the College • 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 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.

Queries

Students or staff with queries on any aspect of the Student Charter are invited to contact admin@lsme.ac.uk.

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