



Student Charter 2023/24

This charter sets out the University's commitment to providing services to its students that are appropriate to its portfolio of courses. It also represents a partnership that requires students to respond in such a way that they are able to take full advantage of the opportunities available and achieve their full potential.

1. What Students can Expect from the University

1.1 High Standards of Teaching, Learning and Resources

The University is committed to providing a learning experience for all its students which are appropriate in order to meet the learning outcomes of its courses in full, which will include:

- tuition from qualified staff that are able to direct, teach and support learning to the standards required by course specifications and awarding bodies;
- access to supporting resources including online that are appropriate to course needs and provided by specialists able to manage their use in a manner that meets all curriculum requirements;
- Library resources that enable access to current and developmental thinking in the field.

1.2 Personal and Professional Development Opportunities

Through a balance of curricula and extra curricula activity the University will provide students with opportunities to develop the skills and understanding to successfully progress to employment or further study, including:

- contributions from professionals in the field;
- opportunities to engage in external experiences appropriate to the course, including relevant education and industry partnerships;
- guidance on careers and future progression opportunities.

1.3 Accurate, Up-To-Date Information

The University undertakes to provide information that is accurate, timely and up to date including:

- materials which detail arrangements for assessment and assessment criteria, academic regulations, complaints and appeals procedures;
- clear deadlines for the submission of work and timeframes for feedback;
- costs of study including estimates of necessary additional costs.

1.4 Wide-ranging Support and an Inclusive Environment

The University provides an environment that supports the wider needs of its students including:

- academic support according to identified need;
- welfare and support services if appropriate;

- protection from harassment, bullying, victimisation and discrimination whether overt or covert across the range of protected characteristics as defined in the single equality scheme;
- an active encouragement for all members of its community to treat each other with fairness and respect.

2. What Students' Union Members¹ Can Expect

2.1 Accessible Student Representation and Student Engagement

Opportunities to actively participate in the development of their course and other aspects of the University. The Students' Union provides a range of resources to promote the student voice including relevant training and support to all Student Representatives and Students' Union Executive members.

Accessible events, materials and opportunities that help ensure students are aware of their rights and determine Students' Union policy.

2.2 Sports and Social Opportunities

Other activities outside of course work help provide a rounded student experience and the Students' Union works with student members to bring about engagement and development through opportunities such as:

- providing a varied activities calendar which includes both social and competitive opportunities;
- the provision of accessible ways in which students can set up, develop and maintain inclusive societies, activities and events;
- arranging a number of student social events which are open to the whole student body;
- informing students of different volunteering opportunities both in the University, Leeds and beyond.

2.3 Open and Fair Democratic Procedures

Undergraduate and postgraduate student elections held according to the Students' Union constitution to determine the Students' Union Executive Team.

3. What the University Expects from its Students

3.1 That They Play an Active Part in Learning and University Life

Students are expected to take advantage of the opportunities that are available through the University including:

- engaging with their learning through attendance at timetabled sessions, participation in course activities and events;
- taking the time to gain an understanding of the University and its ethos through published documents, online materials and student handbooks;

¹ The Students' Union serves the University's Higher Education students and membership is automatic on enrolment, however students are able to opt out of membership at any time.

- participating in activities which aim to foster a community spirit and increase interaction;
- actively checking University emails, eStudio and the Students' Union website.

3.2 That Students Provide Accurate and Timely Information and Meet Their Financial Obligations

In order for the University to work efficiently and reduce any negative impact on students learning the following should be adhered to:

- complying with all tuition fee policies;
- promptly paying any other applicable fees and payments as they fall due;
- providing information on any changes to personal details;
- informing the University of any issues which may affect the student's participation and learning.

3.3 That Students Uphold the University's Values on Inclusivity and Respect in the Treatments of Others

Leeds Arts University is committed to providing an inclusive environment for everyone involved with the University. Students can play an important part in ensuring the University is an institution that embraces and promotes these values by:

- engaging with set materials and events;
- acting in an appropriate manner to all students, staff and visitors to the University;
- treating everyone with respect and dignity in all situations including online;
- abiding by the University's Equality, Diversity & Inclusion Policy and all relevant guidelines;
- abiding by the Harassment, Sexual Misconduct and Bullying Policy;
- reporting any instance or act which would breach these policies.

3.4 That Students Act Responsibly During Their Time at University Both On and Off Campus

A high level of personal responsibility is expected of each and every student in order for them to grow and develop while studying at the University. Students are expected to be aware of their behaviour at all times and:

- abide by all policies and procedures;
- respect the University environment;
- act appropriately when involved in any University trip, external activity or whilst in student accommodation. Students must abide by specific guidelines provided on each occasion and adhere to instructions provided by the person in charge;
- act responsibly as a tenant if resident in any accommodation, respecting the neighbourhood community and understanding that student's behaviour outside the University also reflects on the University;
- moderate their actions and words, including the use of social media, as students represent the University from the point of enrolment;
- not to act in such a way that brings the University into disrepute;
- do not bring any illegal drugs onto University premises or enter University premises under the effects of such drugs.

3.5 That Students Adhere to Health & Safety Guidelines Both Inside and Out of University

The University provides a safe environment for everyone. The safety of all students is of the utmost importance to the University and students are expected to help minimise any risk which may occur during their time as a student by:

- ensuring they attend and follow the advice from Health & Safety inductions.
- ensuring that they familiarise themselves with the student section of the University Health & Safety Policy and the Health & Safety guidance documents provided on eStudio;
- following instructions by staff at all times and most importantly in the event of emergency;
- being aware of the correct emergency action to be taken in the event of accident or fire;
- making sure they observe and conform to all University safety procedures at all times;
- taking personal responsibility for their own health and safety and also of others with whom they are working;
- behaving in a mature and reasonable manner especially when representing the University;
- obeying the local guidelines, laws and customs of the venue or location in which they are situated.