



The Institute Student Charter

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About the Charter

The Institute's Student Charter has been produced in collaboration with our students and is designed to ensure the smooth and efficient running of the Institute by clearly setting out our commitments to you as a student, while outlining what we expect from you in return as members of our community.

The Institute aims to provide you with a high quality programme of study, within a professional, stimulating and supportive community. At the Institute we hope to provide you with every opportunity to succeed, and we hope that you will enjoy your time studying with us.

We value the views of our students, your views, and as such strive to provide a framework via this Student Charter to facilitate improvements to our service in light of shared experiences and with the co-operation of both students and staff.

The views of students are gathered regularly through our Quality Assurance procedures, and as such subsequent changes in the way our services are delivered will be reflected in future revisions of the Charter.

This Charter applies to all students admitted to, or registered by the Institute for a programme of study when on Institute premises, using Institute facilities, or whilst participating in activities organised by the Institute.

Admissions

We receive many applications each year and not all applicants are successful, but you may

be sure that we are committed to a fair system in which your application is given full consideration.

You can expect:

- Clear information on our programmes of study.
- Information relating to entry criteria, learning methods and auditions and student support.
- Information regarding tuition fees.
- A fair and open admissions policy, through which the Institute will rank and select applicants on the basis of their ability and will not be prejudiced against any applicant on the grounds of their gender identity, age, ethnicity, country of origin, disability or learning need, religion or sexual orientation.
- Clear information on the Institute's Terms and Conditions, and regulations you will be subject to while studying at the Institute.
- Provision of timely guidance and advice in relation to student visas obtained from the UK Visas and Immigration.

Our Admissions procedures will be monitored to ensure that we operate a fair system at all times. Students will be given the opportunity to visit us prior to enrolment in order to obtain first-hand experience of the Institute and its staff.

In return, students are expected to:

- Provide full and accurate information as and when required.
- Keep any appointments for interviews or open days, or rearrange the date or time with us if you are unable to attend.
- Bring with you any information or documents requested.
- Respond to an offer of a place within the specified time period to ensure that the offer is not withdrawn.
- Complete Confirm a Place (CAP) as requested, making sure you are aware of the Terms and Conditions and providing all the information required.
- Meet all tuition fee payment requirements as contracted for your course

Induction

Once you have completed CAP, on arrival at the Institute to begin your course you can expect:

- An induction programme that introduces you to life at the Institute, details for your programme of study, an introduction and overview of the Institute's procedures and an introduction to student support and administrative representatives.
- A programme handbook which gives further detail on your programme, including an outline of what you will study, a guide to processes and procedures (such as appeals, complaints, extenuation, becoming a programme representative, etc.), an academic

calendar and the student code of conduct and policies relating to your time studying with us (such as the attendance policy, etc.).

During your first days at the Institute, you are expected to:

- Learn as much as you can about the programme you are embarking on and the services and facilities made available to you at the Institute.
- Talk to your tutors, Programme Leader or suitable administrative or service representatives if you have any problems or concerns during these early days.
- Consult your Programme Leader if you are thinking of withdrawing from your programme.
- Familiarise yourself with the Academic Regulations as set out in your Programme Handbook, in order to identify the standards of behaviour you are required to adhere to.
- Ensure you have paid your tuition fees in a timely manner.
- Ensure you keep us advised of all changes in your circumstances and that you proactively meet the requirements of your 'leave to remain' status if you are an international student.

Teaching and Learning

The Institute is committed to ensuring high standards in the way you are taught and how we enable you to learn. We want you to realise your full potential and believe that in order for you to do this, you will need access to enthusiastic, qualified teachers who are professionally engaged in the music industry and experienced in the classroom, as well as access to resources such as instruments, books, computers and suitable space in which you can work and develop your skills.

You can expect:

- Teaching that is well planned (for example ensuring learning resources are available ahead of each class, and weekly directed learning tasks are outlined), and deploys a range of methods so as to reflect the disciplines and the different ways in which people learn (such as lectures, 1:1 tutorials, Master classes, practical demonstrations etc.) and which are designed to promote your ability to study and learn independently later in life.
- To be provided with teaching staff of the highest quality with both relevant qualifications and music industry experience, who will deliver the curriculum with professionalism and enthusiasm.
- To be provided with a positive and appropriate study environment with stimulating teaching, academic support and high quality resources and facilities (such as the

Institute's Moodle (our virtual learning environment) and Student Gateway (our academic portal)) that are fit for the purpose of your chosen course of study.

- Excellent opportunities to help you realise your full academic and personal potential.
- Guidance and support on how to make full use of the learning resources and facilities available to you.
- Access to the Institutes premises and facilities during term time at the advertised hours.

You are expected to:

- Act with courtesy and respect towards all people that work and study at the Institute, or are connected to the Institute in any way.
- Read the Institute Equality & Diversity Charter.
- Actively challenge and report incidents of discriminatory or bullying behaviour.
- Be a role model for others and help them to recognise and change unacceptable behaviour.
- Participate fully in all of your classes.
- Use the Institute's VLE to access learning resources, hand in assessments, and receive communications.
- Use the Student Gateway to keep yourself informed of your academic progress and the Institute informed of any changes in your circumstances (e.g. any update to term time or home address).
- Make every effort to abide by our 100% attendance policy, as defined in your programme handbook.
- Respect the facilities provided to you by the Institute, making sure to use them with care and consideration, and always ensuring windows and doors are closed in sound proof performance rooms to combat noise pollution and complaints.
- Take responsibility for seeking any support needed and make the most of the support available to you.
- Consider extra-curricular activities as a means of enhancing your student experience and personal development and attend and/or engage with as many as you can.

Assessment

At the Institute we believe that assessment has a major influence on reinforcing what is learned, how the teaching staff are deployed, how students organise their studies and how individuals are able to progress successfully in the future.

You can expect:

- To be provided with student friendly information on how each module you study will be assessed, including publicised deadlines and examination dates.
- The purpose of all assessment to be clear.
- The methods of assessment to be appropriate and relevant for your programme of study.

- To be made aware of which assessments contribute to your overall final grade for your programme.
- Assessment review and design to be an integral part of the Programme Review and Design processes.
- Open, clear and transparent assessment criteria for each assessment component you are expected to complete.
- Encouragement to enable you to take responsibility for your own learning by engaging in self and peer evaluation.
- Timely (within 20 working days) and constructive written feedback that aims to develop you academically and professionally, on all your assessments.
- Guidance to be offered concerning opportunities to pass assessment failures at resit.

You are expected to:

- Be punctual and committed to your studies and work to achieve the best results possible.
- Take a responsible and professional approach to your studies, ensuring to plan your workload appropriately to allow you to meet your deadlines.
- Take time to review and familiarise yourself with each of your module's assessment tasks, deadlines and exam dates.
- Acknowledge the work of others where appropriate and never engage in cheating, plagiarism or academic misconduct in any way.
- Notify your Module Leader/ Programme Leader if you are having difficulties which affect your performance.
- Take on board and action any feedback provided to enable you to develop academically and professionally over the course of your studies.

Student Feedback

The Institute believes in the value of student feedback, because learning is a partnership between tutors and students. It is important for us to know how you have found your time at the Institute and any problems you have encountered in order that together, as students and staff, we can work to develop the best possible courses and services for you. This not only applies to ensuring any problems encountered do not happen again, but also to make sure any points of good practice highlighted by you as a student are adopted across the Institute.

The Institute will therefore:

- Offer regular opportunities for you to comment on your programme through a number of channels such as student representative meetings, student surveys, end of module surveys, etc.
- Ensure that you can speak freely and that your views are treated with due seriousness and respect.
- Offer you the opportunity to become a student representative, allowing you to play a constructive role in shaping the future of your programme and the Institute.

- Offer you the opportunity of becoming a student representative within the Institute's Quality Assurance Committees, allowing you to have operational input into developments in regards to Learning and Teaching at the Institute.
- Provide a space for you to meet with the Student President or Student Representative Team.

You are expected to:

- Help us improve your experience at the Institute, and improve your programme by providing us with constructive feedback on your time here, and by supporting your appointed Student Representatives.
- Take feedback processes seriously, completing questionnaires with candour and objectivity.

Health and Wellbeing

At the Institute, it is understood that a balanced mix between academic and non-academic life is fundamentally important for the health and wellbeing of all students. Accordingly the Institute has a dedicated Student Wellbeing Team on-site, has increased its investment in the teaching and learning environment, and continues to receive active contributions from partner organisations. This means Institute students have access to a broad network of support, advice and guidance should they need it.

You can expect:

- Clear and accessible information regarding the Institute's provision for students with disabilities.
- The opportunity to discuss specific requirements including appropriate presentation of course materials, modes of examination and course assessment throughout your course.
- Reasonable adjustments to be made to cater for the needs of disabled students to ensure they are not disadvantaged.
- Referral to specialist external support services in order to maximise your opportunities to participate in life at the Institute and, ultimately, complete your programme of study successfully.
- Through the 'Every Student Matters' campaign a yearly schedule of activities and promotions that are open to all students.

You are required to:

- Inform us of your specific needs at the earliest opportunity so that proper consideration may be given to supporting you.
- To seek support as needed to ensure you can achieve your full potential with us.

Health, Safety and Security

The Institute aims to operate a 'safety conscious' environment and as such seeks to create and maintain a healthy, safe and secure environment for work and study for all our staff and students. Safety awareness is an integral part of your programme of study and we give a high priority to instruction, training and supervision associated with such matters.

We will provide:

- A comprehensive set of health and safety guidelines
- A health and safety induction programme.
- Advice and guidelines on security, both personal and organisational.
- Clearly identified smoking areas.

You are expected to:

- Help maintain standards of health and safety in the interest of all students, staff and visitors to the Institute.
- Smoke only in designated areas.
- Respect the Institute's neighbours at all times and ensure that you do not participate in behaviour that could be deemed harmful or destructive.
- Act with professionalism when representing the Institute at events.
- Follow all instructions provided by Institute staff engaged with health, safety and security at all times
- Wear your Student ID card when on campus at all times

Complaints Procedure

There may be times when you feel that the system is unfair or your treatment has been unjust. In most instances concerns such as these are discussed with the people involved or raised via the appropriate committee (Student Senate Meetings, Programme Committee) and the matter is resolved. If you feel that issues have not been addressed to your satisfaction, or that quality of a service is inadequate, you have the right to proceed further.

In this case the Institute will:

- Provide a complaints procedure which is simple and clear.
- Ensure that access to the complaints procedure is freely available.
- Deal with any complaint efficiently, timely, in confidence and without recrimination.
- Ensure that all complaints are dealt with in a fair, independent and impartial manner.

You are expected to:

- Be fully aware of and to follow agreed procedures

Disciplinary Procedure

There may be other occasions when the Institute has reason to complain about the conduct of a student on one of its programmes. Our experience is that this happens infrequently and in any event, when there is a problem it is usually dealt with informally. However where it is considered necessary, the Institute will invoke a formal procedure.

In this event the Institute will:

- Provide a disciplinary procedure which is simple and clear and which provides a full opportunity for the student to state their case.
- Ensure that the disciplinary procedure is freely available.
- Deal with the matter efficiently, confidentially, without recrimination and in a timely manner.

You are expected to:

- Be familiar with and follow the agreed procedures.

Academic Appeals

The Institute conforms to appeals procedures for each of our awarding bodies, which allows students to appeal against decisions taken by assessment boards.

The Institute will seek to provide that:

- Each student is aware of the procedure for their programme.
- Each student has access to clear advice about the appeals procedures.
- The appeal will be dealt with fairly and in a timely manner.

You are expected to:

- Seek advice about the reasons for the academic decision prior to considering making an appeal.
- Submit your appeal within publicised deadlines.
- Be familiar with and follow agreed procedures.