

London Metropolitan University Student Charter 2019/20

The Student Charter sets out the mutual expectations and obligations between QA, the University and our students. It establishes rights, responsibilities and expectations to support you in your studies, help you to flourish in shaping your future and empower you to fulfil your full potential.

Before you begin your studies in the 2019/20 academic year, please read the reciprocal commitments between QA, the University and its student body for our learning community.

From **QA and the University** you can expect...

1. find QA and the University welcoming, open and professional in all our dealings with you
2. be part of a real community of learning, with diverse staff and students collaborating and working in partnership
3. receive excellent education provided by trained, creative and engaging teachers delivering up-to date courses
4. gain access to real work experience and employment opportunities while studying (including, for undergraduate students, core work-related learning on your course), to prepare you for your future career
5. have your opinions sought and for us to seek feedback from you to improve teaching and services
6. receive academic support, coaching and advice on issues affecting your studies through our Academic Community of Excellence team
7. be given, in the first three weeks of each module, clear explanations of what you have to do and how we will mark your coursework and exams
8. receive written and/or recorded oral feedback on assessed coursework for your module within three weeks of the submission deadline
9. encounter innovative teaching using technology and flexible methods of delivery to support students' busy lives
10. have access to excellent learning resources, academic support and high quality facilities and services
11. be engaged with in a respectful, honest and constructive manner, for us to seek your views, listen to your feedback and have a fair and prompt complaints procedure

12. have access to a wide range of societies, events and sports activities facilitated by the University and the Students' Union

From **you**, we will expect you to...

1. engage with the QA and London Met community of learning in a respectful, honest and constructive manner
2. be prepared for and attend classes punctually, participate actively and respect the learning rights of other students
3. be proactive in taking advantage of the career development opportunities offered to you, eg by engaging actively with work-related learning and the Careers Service
4. tell us how we are doing so we can improve our services for you
5. be proactive and reasonable in seeking out support when you are in need
6. be aware of and abide by QA and the University's regulations and codes of conduct
7. understand the objectives and purpose of your coursework and exams and plan your studies accordingly
8. hand in your coursework on time, engage in feedback and incorporate it into your subsequent assessments
9. engage in out-of-class work using our online facilities, and to normally spend at least three hours on studying and preparing for each hour you spend in class
10. use the variety of resources available to you to support your studies
11. solve problems informally and locally first before using the formal University procedures
12. take advantage of opportunities afforded by QA and University life, the Students' Union and/or networks of peers

I confirm that I have read the QA and London Metropolitan University Student Charter and understand and agree to abide by the responsibilities outlined