

# Regent College London

## Student Charter

### As your education provider, Regent College London will:

- Provide a high-quality educational experience.
- Treat you in a courteous, fair, just and legal manner.
- Provide a safe and tolerant environment free from harassment and discrimination of any kind.
- Promote equality and respect diversity amongst students in line with our Equality and Diversity Policy.
- Not tolerate any form of harassment and bullying, in line with our Anti-Harassment and Anti-Bullying Policy and Procedure.
- Report any instances of sexual harassment and misconduct to the proper authorities, and secure support from appropriate support networks; there is a zero tolerance to such incidents.
- Ensure that students are fit to study, in line with our Fitness to Study Policy.
- Support freedom of speech in line with our published Code of Practice.
- Adhere to our Terms and Conditions and Tuition Fee Refund and Compensation Policy
- Provide a range of high quality and accessible facilities, resources and services.
- Give access to up-to-date, accurate and relevant information about the College and its services before you enrol for a course, including fees and other course related costs, programme details, assessment methods, admissions and enrolment procedures.
- Provide a full induction programme both for your course and to the College more widely.
- Provide you with access to your Student Handbook, programme/course and module/unit information and other sources which contain information on the aims and objectives of the programme/course, individual modules/units, methods of study, assessment details, module/unit choices (where relevant), and relevant policies, procedures and assessment regulations.
- Use approved communication channels including a virtual learning environment (VLE), in order to provide up-to-date and accurate information.
- Identify key College staff and their areas of responsibility so that you know who to contact for advice and guidance.
- Provide access to tutorials, study skills and pastoral care systems with provision for a wide range of academic, pastoral and career-orientated content.
- Provide a range of opportunities for you to enhance your employability and develop transferable skills.
- Help you to participate fully in academic life.

- Manage your assessment in line with the awarding organisation's regulations and in accordance with published examination and assessment guidelines and criteria.
- Give timely and constructive feedback for both formative and summative assessments.
- Ensure that students are represented at all levels via the student representative system, and to review the effectiveness of the system on a regular basis.
- Provide opportunities for you to give feedback about the quality of the programmes, facilities and services that you receive, and respond to your feedback in a clear and transparent manner, acting upon it wherever possible.
- Provide access to student support services for all students that need it.
- Safeguard all personal information and comply with the requirements of the Data Protection Act 2018.
- Ensure the College is fully compliant with consumer protection law.
- Provide a clear and accessible complaints procedure.

**As a student at Regent College London, you are expected to:**

- Actively engage with your studies, including by attending all synchronous teaching and learning sessions. If you are unable to attend a particular session, then you should inform us using the recognised absence reporting procedure.
- Act responsibly in your use of all College premises and facilities, complying with any guidance or regulations governing their use and respecting the needs of other users.
- Familiarise yourself with information regarding your studies in handbooks, course/programme information and unit/module guides as well as complying with all College regulations, policies and procedures.
- Take part in induction activities at the start of your course.
- Understand and abide by your obligations for paying course fees by meeting all deadlines for the payment of fees, understanding that non-payment will result in your place being withdrawn.
- Take responsibility for your own learning and undertake all course-related work that is assigned to you, ensuring that you devote sufficient time for self-directed learning and study.
- Familiarise yourself with, and abide by, all published examination timetables and assessment deadlines, and submit work for assessment on time.
- Regularly check the College's virtual learning environment (and University Partner web portals relevant to your course) and other communication channels, including your College email address and Regent Digital.
- Be aware that you are a member of a diverse community where equality of opportunity is promoted and diversity is valued.
- Conduct yourself in a polite, courteous, and responsible manner at all times, and refrain from misconduct, such as those examples set out in the Student Disciplinary Procedure.

- Abide by the College’s Anti-Harassment and Anti-Bullying Policy.
- Be aware that participating in any form of sexual harassment or misconduct, verbally, digitally, or in person, breaks UK law, and will be accordingly reported to the proper authorities
- Take reasonable care for your own safety and the safety of others, both on and off College premises.
- Seek academic and pastoral support and guidance when you need it.
- Tell us about any circumstances that may affect your engagement with your studies.
- Provide us with up-to-date details for your student records (e.g. your address) and tell us promptly when these details change.
- Take part in the election of student representatives.
- Take part in opportunities to provide feedback on the quality of the educational provision and services you receive.

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