
STUDENT SERVICES

STUDENT CHARTER

This Student Services Charter operates in conjunction with the Regent College Student Charter and establishes the parameters of the expectations students may rightly have when they access the specific services operated by the Student Engagement Team; it does not supersede the recommendations of the Regent College Student Charter itself.

This Charter is underpinned by four core values:

1. **We are collaborative:** We respect one another, share ideas and value opinions. We work proactively with others within and outside the service to achieve results.
2. **We are supportive:** We encourage innovative working and an open and supportive working environment; one that creates a sense of belonging and personal and collective responsibility.
3. **We are customer-centred:** We put ourselves in our customers' shoes, we learn from feedback and we continuously seek to improve our offer.
4. **We make a difference:** We work in ways that foster equality, diversity and inclusion, delivering a positive impact to those around us and helping to change lives for the better.

The Student Services team is committed to providing a high-quality customer service and delivering an excellent customer experience. We value and respect our diverse range of users and this charter represents our agreement with you.

We will undertake to:

- Work in partnership with you to shape the academic and student experience through feedback at all levels.

OVERVIEW

Regent College London is built on mutual tolerance and respect, and prides itself on its excellence in customer service and satisfaction.

We have the determination to achieve significant outcomes as an institution. This Charter sets out what we expect from students as full members of our community and what you can expect from the staff of the institution within Student Services.

It also highlights the commitments that we believe are shared by us all, students, staff and external partners.

- Ensure the safety and wellbeing of ourselves and others.
- Develop an inclusive yet open environment where everyone can feel welcome and empowered to succeed.
- Treat fellow students and staff, our communities, and neighbours around us with respect and courtesy.
- Not tolerate or carry out any form of harassment or misconduct, sexual or otherwise; the institution will support in this through providing accountable reporting mechanisms, and will not hesitate to refer such incidents to the proper authorities and support centres.
- Celebrate the diverse achievements of our institutional community.
- Understand the individual needs and differences of our customers, and respond respectfully to those needs and differences.
- Ensure our staff are trained to provide a high standard of service.
- Keep you updated regularly on the services we offer via a range of communication channels.
- Ensure our knowledge and skills are up to date so that we can provide accurate information, advice and guidance.
- Reflect on research and good practice to identify opportunities to enhance the student experience as a sector leader.

Students at Regent College London undertake to:

- Work within institutional policies, procedures and regulations, and ensure they are aware of the requirements on them as members of the Regent Community. This includes all academic regulations.
- Respect the physical and social environment of the institution, including campus facilities and equipment, as well as offer mutual respect to the local communities, including via digital interactions.
- Take ownership of experience and performance from an academic standpoint, and actively engage in opportunities available to them while studying at Regent.
- Collaborate with us on new developments and projects.
- Maximise utilisation of feedback channels made available to improve the experience of the student body.

Staff at Regent College London undertake to:

- Support development, learning and wellbeing for students through high quality facilities, services and advice.
- Do everything we can to ensure the best results and outcomes for our student body.
- Ensure everything is timely, well communicated, and organised.
- Build a strong and efficiently maintained relationship with students to oversee their development at College and after they leave.
- Respond to and respect differences in the various ways students learn, the life experiences they have, in an atmosphere of understanding their expectations.
- Support and empower the student body to ensure that best possible outcomes are achieved.
- Support students with their career goals by providing opportunities for development in their personal and employability requirements.

Student Services Standards:

- As the centre of the Hub X system, to provide all support for students relevant to non-academic and financial support, as well as taught course experience.

- Provide support, including impartial advice and guidance, to help students take care of themselves mentally and physically.
- Meet with students regularly to gain an understanding of student needs, and to introduce changes, as they become identified, for student support.
- Assist with enquiries relevant to access, key dates, absences and official requests.
- Available to respond to students on a daily basis.
- Automated services available 24/7 100% of the time (except for periods of advertised downtime/maintenance).
- The majority of enquiries will be resolved at the first point of contact.
- We will acknowledge and respond to all enquiries, and offer feedback, as an immediate priority.

<i>Version number</i>	<i>1.2</i>
<i>Publication date</i>	<i>July 2023</i>
<i>Approved by</i>	<i>Academic Council</i>
<i>Approval date</i>	<i>5 July 2023</i>
<i>Next review date</i>	<i>July 2024</i>
<i>Policy owner</i>	<i>Director of Operations</i>