

ITALIA CONTI

Student Charter

This *Student Charter* is for all students studying on a Higher Education course at Italia Conti.

Although this charter is not legally binding, it explains our commitment to our learners and what can be reasonably expected of both students and Italia Conti.

i) Italia Conti will provide:

- the information you need to complete your course of study to the required academic standard
- the learning materials and resources that allow you to engage successfully with your studies
- the teaching staff to support your learning
- opportunities for you to interact with your peers

ii) We will support you by:

- providing everyone with equality of treatment, regardless of their gender, gender-identity, age, race, ethnicity, disability, sexual orientation, religion, or belief
- providing a clear and well-structured induction
- providing a course handbook
- providing you with the aims and learning outcomes of your course and access to the assessment regulations governing it
- notifying you of any updates or modifications to your course
- responding to reasonable and appropriate queries in a timely manner
- explaining clearly the amount of academic support you can receive
- taking reasonable steps to help you with Specific Learning Needs (SpLD) or address any access requirements which may affect your learning
- providing access to a Virtual Learning Environment (VLE), an online library and other online resources that will support your learning
- providing you with suitably qualified and experienced teachers
- providing contact points for teaching and support staff, including support mechanisms for dealing with mental health whilst studying
- providing a safe and stimulating learning environment for learners from a range of backgrounds and identities
- promoting motivational teaching and assessment activities which, whenever possible, include creative opportunities.
- providing appropriate assessment opportunities that are to the required standard
- notifying you in advance of assessment activities (including formal assessment tasks).

- informing you of any penalties for late submission or non-submission of coursework, and the consequences of not attending classes or assessments
- providing appropriate feedback so you can understand your own progress
- seeking to ensure that the marking of all assessments is fair and free from bias
- providing clear information on what constitutes academic malpractice (including plagiarism) and their consequences
- providing student feedback opportunities (both formal and informal) to allow us to improve the quality of your learning programme
- notifying you of your assessment results
- carrying out regular quality assurance checks
- taking action (where appropriate) on student feedback to improve your learning experience
- providing formal ways for you to share any concerns that you might have with your course
- listening to any complaints carefully and fairly
- respecting your confidentiality
- complying fully with laws relating to Data Protection, Freedom of Information and Equality.
- ensuring that you will be offered advice and information in relation to choices you may have regarding your study and the implications for future opportunities
- sharing external examiner reports via your online course support area
- providing an opportunity to join our Italia Conti alumni once you have successfully completed your course.

iii) As a student we expect you to:

- check your registration details and report any errors or omissions immediately
- make yourself familiar with information we provide to you and seek clarification of anything you do not understand
- comply with our Student Code of Conduct
- act in a courteous and co-operative manner in all communication and learning
- be responsible for your own learning
- check regularly the official channels of communication used by us, (including the relevant virtual learning environment (VLE) and your Italia Conti student email account)
- make use the learning materials provided on your course
- comply with any policies in place (including those relating to Internet use and social media)
- ensure that your fees are paid by the required deadline(s)
- actively engage with your studies
- be familiar with each module assessment task, including submission deadlines and assessment dates.
- actively participate in tutorials and other timetabled activities and meetings
- ensure that you are prepared with appropriate equipment to complete all tasks
- use digital technology to enhance your learning experience and development
- ask for help or clarification when you need it
- ask for additional support if you need it, and make the most of any support given to you
- behave appropriately in assessments by ensuring that all work submitted for individual assessment is your own, and that all sources are appropriately referenced

- follow advice from tutors on academic writing styles, referencing and plagiarism
- meet assignment deadlines
- notify us as soon as possible of any absence and/or if there are extenuating circumstances which prevent you from doing any part of your studies
- completing any official paperwork relating to absence or extenuating circumstances
- take responsibility for your online presence
- act courteously and co-operatively when interacting with Italia Conti and / or partner institution staff or the diverse range of our students
- respect the campus and online environments, and use all facilities with care and consideration
- become familiar with all relevant Italia Conti policies and procedures (particularly those relating to behaviour in the *Student Code of Conduct*)
- support your course representatives and provide them with constructive feedback.
- use our student surveys to provide us with feedback about your learning experience
- consider extra-curricular activities as a means of enhancing your student experience and personal development