

# ASU LONDON

## STUDENT CHARTER

### 1. INTRODUCTION

Our charter sets out what we should all anticipate from our partnership in terms of expectations and commitments for students, and ASU London. This Student Charter is not intended to have legal effect, for full details of your agreement with the ASU London please refer to the Student Terms and Conditions.

<b>PROMOTING OUR ETHOS AND COMMUNITY</b>	
<b>STUDENTS</b>	<b>ASU LONDON</b>
<p>Recognise the importance of your individual role in ASU London and wider community, to help bring our values to life and to uphold professional, courteous and respectful behaviour.</p> <p>In particular:</p> <ul style="list-style-type: none"><li>– Uphold the values of ASU London by treating staff, other students and our neighbours with respect and dignity</li><li>– Being attentive to our commitment to inclusion, diversity and equality</li><li>– Conducting learning activities to the highest ethical standards, and in an honest and trustworthy manner</li><li>– Respecting the physical environment within and outside of ASU London, being mindful of the importance of the safety and wellbeing of all our community members.</li></ul>	<p>Foster a culture and ethos of mutual respect and tolerance of all members of ASU London and its wider community, ensuring equality for all.</p> <p>You can expect:</p> <ul style="list-style-type: none"><li>– To be treated fairly, and with courtesy and respect</li><li>– Your needs to be respectfully addressed, regardless of gender, ethnicity, religion, age, background, disability, or sexual orientation</li><li>– Us to provide a safe and healthy study and living environment.</li></ul>
<b>FOSTERING AN EXCELLENT ACADEMIC AND LEARNING EXPERIENCE</b>	
<b>STUDENTS</b>	<b>ASU LONDON</b>
<p>Make a personal commitment to, and take responsibility for, your own learning and development by fully utilising the resources, facilities and research opportunities available.</p> <p>In particular, by:</p> <ul style="list-style-type: none"><li>– Preparing for, attending and participating actively in teaching and learning activities</li><li>– Completing assignments on time and with academic integrity</li></ul>	<p>Offer a range of inclusive learning experiences through an innovative curriculum to support you to develop your knowledge, skills, and intellectual curiosity, within a stimulating learning environment that fosters enquiry collaboration, co-production and experimentation.</p> <p>In particular, by:</p> <ul style="list-style-type: none"><li>– Publishing clear information about the modules, assessment and feedback that will be available throughout your course</li></ul>

<ul style="list-style-type: none"> <li>- Adhering to the academic standards of the course</li> <li>- Providing timely and constructive feedback to staff about your learning experience.</li> </ul>	<ul style="list-style-type: none"> <li>- Creating vibrant and motivating physical and virtual learning environments suitable for the diverse learners across ASU <del>LONDON</del> London</li> <li>- Aspiring to the highest standards of teaching and research through innovation and use of appropriate technologies</li> <li>- Ensuring timely advice and feedback is provided by staff to promote your learning and development.</li> </ul>
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### SUPPORTING HEALTH AND WELLBEING

STUDENTS	ASU LONDON
<p>Be proactive in seeking support and advice to ensure that you can fulfil your personal and academic potential, alongside maintaining your health and wellbeing.</p> <p>Through:</p> <ul style="list-style-type: none"> <li>- Early engagement in goal setting and assessing your progress with your personal tutor</li> <li>- Talking to your tutor in times of difficulty or uncertainty</li> <li>- Making sure you are aware of the support on offer through ASU London's student services and support services.</li> </ul>	<p>Offer a wide range of accessible services to support you throughout your time at ASU London, provided by qualified professional staff who are focused on your experience, development, and wellbeing.</p> <p>Through offering:</p> <ul style="list-style-type: none"> <li>- Information on your progress and engagement to facilitate personal action and timely support for learning</li> <li>- Structured support for your personal and academic development and access to personal tutors</li> <li>- Advice and support to everyone, irrespective of background or circumstances</li> <li>- Expert guidance if you are facing personal difficulties with accommodation, finance or personal matters during your studies.</li> </ul>

### CREATING OPPORTUNITIES FOR PERSONAL DEVELOPMENT AND GROWTH

STUDENTS	ASU LONDON
<p>Be open to new learning experiences and challenges, both inside and outside of your course, that can boost your confidence and develop your passion and curiosity for lifelong learning.</p>	<p>Offer a range of opportunities within and outside the curriculum, to enable you to develop the practical knowledge and skills, passion and creativity to equip you for your professional and personal futures.</p>

<p>Through:</p> <ul style="list-style-type: none"> <li>- Focusing on your personal development and growth, using all assignment feedback you are given to feed forward into your academic progress and to build your future professional identity</li> <li>- Making the most of opportunities to gain work experience through placements, volunteering, and other employability events and activities</li> <li>- Participating in activities that ASU London has to offer outside of the classroom, such as joining a society, peer study group or sports club.</li> </ul>	<p>Through:</p> <ul style="list-style-type: none"> <li>- Integrating employability skills and personal development within and across the curriculum, including placements, work-based learning, and professional and interdisciplinary learning opportunities</li> <li>- Maintaining strong relations and close contact with industries and sectors associated with our courses to make sure our curriculum remains current and relevant</li> <li>- Offering a range of extracurricular opportunities to take part in volunteering, part-time employment, community action and mentorship programmes</li> <li>- Offering career support to maximise your prospects and employability, and for alumni in your continued development and careers.</li> </ul>
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**COMMUNICATING EFFECTIVELY TO FACILITATE IMPROVEMENT**

<b>STUDENTS</b>	<b>ASU LONDON</b>
<p>Engage in opportunities to give feedback on your experience and contribute to creating an exciting environment for learning and high-quality research, recognising that students and staff can work together to generate ideas to improve standards and ASU London life.</p> <p>Through:</p> <ul style="list-style-type: none"> <li>- Supporting the Student Representative system by giving feedback to representatives about your experiences</li> <li>- Talking openly and honestly about issues as they arise, through your personal or academic tutor, or student support</li> <li>- Helping to build a learning community by contributing your views and creativity to problem-solving, subject innovation and through engaging in course forums.</li> </ul>	<p>Listen to and engage with you, not only to provide opportunities for feedback on your experience throughout their ASU London journey, but also actively encourage you to work in partnership to shape the quality of your learning experience.</p> <p>By:</p> <ul style="list-style-type: none"> <li>- Maintaining systems of representation at course and ASU LONDON- London level through committees, and other dedicated student forums</li> <li>- Encouraging and supporting recruitment of student representatives in all programmes</li> <li>- Providing opportunities for you to feedback on your experience at programme and module level, and build this feedback into the regular review processes</li> <li>- Feeding back to you on the changes and developments that have resulted from your participation in the</li> </ul>

	continuous cycle of development and improvement.
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