

Higher Education Student Charter

Last reviewed: 13/09/2023

Spirit Studios Student Charter has been produced jointly by the Academic Team and Students Representatives from comments raised and discussed at the Student Staff Liaison Committee meetings (SSLC). The Charter is reviewed each academic year.

Our goal is to provide a high quality education and learning experience and whilst the Charter is not a contractual document, it does set out our commitment to you as a student and what is expected from you in return.'



What you can expect from Spirit Studios...

To help you get the most out of your Higher Education experience we aim to:

Provide high standards of learning and teaching by:

- providing the opportunity to give feedback and be heard
- responding to feedback, from all sources and use this to improve what we do
- providing tutors with development opportunities and feedback

Offer a flexible and relevant curriculum by:

- involving employers, professional bodies and student representatives in developing our courses
- reviewing our courses and modules regularly

Provide a supportive, inclusive, welcoming environment by:

- providing academic and pastoral support
- providing access to external counselling, disability and money advice services

- providing high quality teaching and learning facilities.

Prepare you for employment and lifelong learning by:

- providing opportunities for work experience
- providing access to careers advice
- publicising employment opportunities
- helping you to develop skills to support your learning and employability.

Deliver responsive customer service by:

- communicating with you quickly and effectively
- setting clear deadlines for the provision of feedback
- providing comprehensive information in your course, module handbooks and course handbooks.

Support active student engagement by:

- electing a student representative from each course
- provide opportunities for student involvement in quality enhancement processes.
- providing training and support for student representatives

What Spirit Studios Expect from You...

To get the most out of your Higher Education experience we expect you to:

Take an active part in your learning by:

- attending all timetabled sessions
- reading your course and module handbooks
- undertaking independent study
- participating fully in group work
- completing and handing in your assessments on time
- reading your feedback in good time and reflecting on feedback to improve your future work.

Give us feedback and information by:

- telling us what you think so we can improve what we do
- regularly checking your Spirit student email and Google Classroom area notifications
- keeping your personal information up-to-date.

Seek support and advice when you need it by:

- telling us as soon as you can if there is anything affecting your studies so we can support you
- asking for help if you need it.

Act responsibly by:

- treating others with courtesy, dignity and respect, including the use of social media
- respecting your environment on and off campus
- abiding by Spirit Studio Regulations
- attend and vacate studio bookings promptly
- cancel any bookings not required
- return promptly any bookable items
- paying all fees and charges when due.