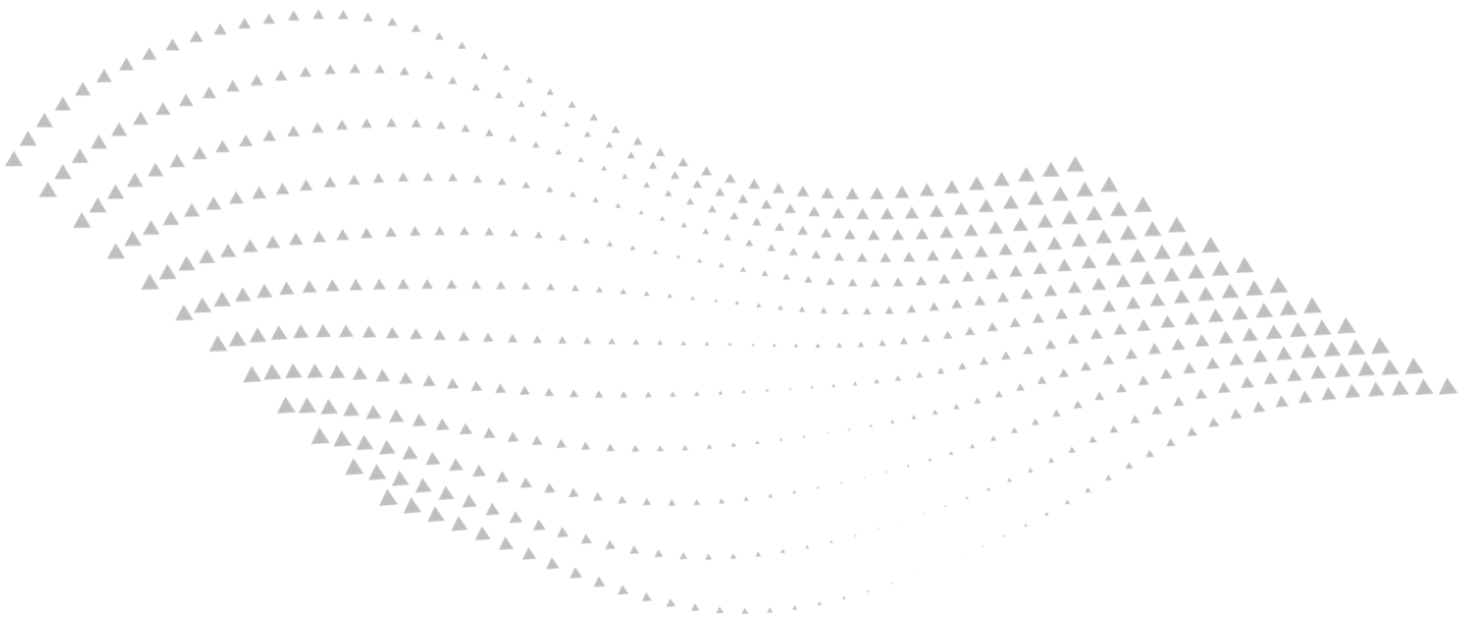


BIMM
UNIVERSITY

A university
for the creative
industries

Student Charter



Last approved: September 2021

Approved by: Academic Board

Next review due: September 2025

Scope:

This Charter applies to all students currently registered on a course at BIMM University and to all staff of the University.

This Charter links to the [Terms & Conditions](#) that students are required to agree to prior to enrolling onto a course at the University, and those Terms & Conditions include a requirement to uphold the principles outlined here.

The University and the Student will endeavour to uphold this Charter at all times, but it is recognised that there may be circumstances in both communal and individual life where that becomes challenging. In such circumstances, the University will ensure to uphold this Charter to the greatest extent possible and to communicate any deviations from it to students in a clear and timely manner. The University will also support students where their individual circumstances make the upholding of the Charter difficult.

As your education provider, the University will:

- Provide a comprehensive educational experience that is in line with good academic practice (see [here](#) for HE and FE quality assurance policies).
- Treat you in a courteous, fair, just and legal manner, in line with our [Student Equal Opportunities & Diversity Policy](#).
- Provide a safe and tolerant environment in which educational, creative and career goals may be pursued free from harassment and discrimination of any kind, in line with our [Bullying & Harassment Policy & Procedure](#).
- Ensure the provision of a range of facilities, resources and services – including a Virtual Learning Environment (VLE), e-library facilities, reading rooms and study spaces with IT access – that are accessible, fit for purpose and will enhance the student experience, in line with our [Value for Money Policy](#).
- Provide continued access to student email, the VLE and Panopto to students who complete their course and graduate with the relevant qualification until the 31st of August in the year after completion.
- Give access to up-to-date and relevant information about the University and its services before you enrol on a course, including fees and other course-related costs, curriculum details, admissions and enrolment procedures (see [here](#) for our Course Overviews and [here](#) for our Admissions Policies).
- Schedule an appropriate induction programme for your course of study, in line with our [Student Induction & Enrolment Policy](#).
- Provide you with information on the aims and objectives of the course, individual modules, methods of study, assessment details, module option choices (where relevant) and applicable policies, procedures and regulations (see [here](#) for our Course Overviews and [here](#) for policies and regulations).
- Use approved communication channels, including the VLE and student email, to provide up-to-date, accurate course information, in line with our [Public Information Policy](#).
- Make known all key staff and their areas of responsibility so that you know who to contact for information and guidance (see [here](#) for details of our lecturers).

- Provide access to a comprehensive tutorial system with provision for a range of academic, pastoral, extracurricular and career-orientated content.
- Ensure the provision of a range of opportunities to enhance employability and develop transferable skills, including the promotion of employment opportunities (see [here](#) for student careers guidance and employment opportunities).
- Provide opportunities to participate in extracurricular activities, including the [Student Association](#).
- Support community engagement in order to raise the profile of the University and its role within local communities.
- Organise and implement course assessments in accordance with published examination and assessment guidelines and our [Learning & Teaching Strategy](#).
- Give timely and constructive feedback for formative and summative assessment, at an appropriate level, and in keeping with our [Learning & Teaching Strategy](#).
- Ensure that the student voice is heard at all levels via a range of feedback mechanisms, including the [Student Representation Scheme](#), providing opportunities for you to give feedback about the quality of your course, facilities and services that you receive.
- Respond to your feedback in a clear and transparent manner, acting upon it wherever possible in line with the processes outlined in our [Quality Handbook](#).
- Provide access to a range of high-quality and effective [student support services](#) for all those that may require them.
- Safeguard all personal information and comply with the requirements of the General Data Protection Regulation, as outlined in our [Student Data Protection Policy](#).
- Provide clear guidelines regarding the procedures to be followed to make an [appeal or complaint](#).

As a student at the University, you are expected to:

- Take part in relevant induction activities at the start of your course, in keeping with our [Student Induction & Enrolment Procedure](#).
- Attend all timetabled lessons and scheduled tutorials promptly, be aware that regular non-attendance at classes may lead to you being withdrawn from the course and advise us of any circumstances or restrictions that may affect participation in your studies in a timely manner, in line with our [Student Engagement Policy](#).
- Act responsibly in your use of all University premises and facilities and help to keep these clean and tidy, complying with any guidance or regulations governing their use and respecting the needs of other users, as outlined in our [Student Code of Conduct](#).
- Familiarise yourself with information regarding your studies in published course documentation, as well as complying with all our [regulations, policies and procedures](#).
- Take responsibility for your own learning and undertake all course-related work assigned to you, ensuring that you devote sufficient time to self-directed learning and study.

- Familiarise yourself with course assessment schedules and procedures, attend all assessments as timetabled and submit all coursework by published deadlines.
- Be available to complete any assessments during the published re-sit periods, if required to do so.
- Understand and abide by your obligations regarding course fees and payments by meeting all deadlines for the payment of fees, understanding that non-payment may result in your place at the University being withdrawn, as specified in the [Terms & Conditions](#).
- Regularly check all communication channels, such as the VLE and student email, to keep yourself updated on all course and college matters.
- Provide the University with up-to-date information for our student records and give prompt notification of any changes to these, such as address or contact details, in line with our [Student Induction & Enrolment Procedure](#).
- Always wear your Student ID Card when on University premises or on any other sites associated with the University through its courses or other activities.
- Be aware that, as student at the University, you are a member of a diverse community and are expected to act in a courteous, responsible and legal manner in your dealings with staff and fellow students and be considerate of the local community of which you are a part, as outlined in the our [Student Code of Conduct](#) and [Student Equal Opportunities & Diversity Policy](#).
- Bear in mind, when taking part in class performances, that the use of provocative language or subject matter should be treated more sensitively than in a situation where your audience has elected to be there. Choosing to ignore advice or guidance from staff or fellow students in this regard may lead to disciplinary action being taken, in accordance with our [Student Disciplinary Procedure](#).
- Always take all reasonable care for your own safety and the safety of others, both on and off University premises. Make it your responsibility to use protective equipment when advised to do so, such as using hearing protection when in the presence of loud amplified music.
- Seek academic support and guidance if required and be proactive in seeking out any welfare or [personal support](#) that you may need.
- Engage in the process of electing [Student Representatives](#) and make them aware of your views, take part in opportunities to feedback on the quality of the educational provision and services that you receive and undertake to complete feedback surveys when requested.