

# TEDI-LONDON

## STUDENT CHARTER

### INTRODUCTION

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

| PROMOTING OUR ETHOS AND COMMUNITY   |  |
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| STUDENTS  | TEDI-LONDON  |
| <p>Recognise the importance of your individual role in TEDI-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 TEDI-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> </ul> | <p>Foster a culture and ethos of mutual respect and tolerance of all members of TEDI-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> |

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| <ul style="list-style-type: none"> <li>– respecting the physical environment within and outside of TEDI-London, being mindful of the importance of the safety and wellbeing of all our community members.</li> </ul>   |  |
| <b>FOSTERING AN EXCELLENT ACADEMIC AND LEARNING EXPERIENCE</b>   |  |
| <b>STUDENTS</b>  | <b>TEDI-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> <li>– adhering to the academic standards of the course</li> <li>– providing timely and constructive feedback to staff about your learning experience.</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> <li>– creating vibrant and motivating physical and virtual learning environments suitable for the diverse learners across TEDI-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> |

**SUPPORTING HEALTH AND WELLBEING**

**STUDENTS**

**TEDI-LONDON**

Be proactive in seeking support and advice to ensure that you can fulfil your personal and academic potential, alongside maintaining your health and wellbeing.

Through:

- early engagement in goal setting and assessing your progress with your personal tutor
- talking to your tutor in times of difficulty or uncertainty
- making sure you are aware of the support on offer through TEDI-London's student services and support services.

Offer a wide range of accessible services to support you throughout your time at TEDI-London, provided by qualified professional staff who are focused on your experience, development, and wellbeing.

Through offering:

- information on your progress and engagement to facilitate personal action and timely support for learning
- structured support for your personal and academic development and access to personal tutors
- advice and support to everyone, irrespective of background or circumstances
- expert guidance if you are facing personal difficulties with accommodation, finance or personal matters during your studies.

**CREATING OPPORTUNITIES FOR PERSONAL DEVELOPMENT AND GROWTH**

**STUDENTS**

**TEDI-LONDON**

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.

Through:

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.

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| <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 TEDI-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>TEDI-LONDON</b>  |
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| <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 TEDI-London life.</p> <p>Through:</p> | <p>Listen to and engage with you, not only to provide opportunities for feedback on your experience throughout their TEDI-London journey, but also actively encourage you to work in partnership to shape the quality of your learning experience.</p> <p>By:</p> |

- supporting the Student Representative system by giving feedback to representatives about your experiences
- talking openly and honestly about issues as they arise, through your personal or academic tutor, or student support
- helping to build a learning community by contributing your views and creativity to problem-solving, subject innovation and through engaging in course forums.

- maintaining systems of representation at course and TEDI-London level through committees, and other dedicated student forums
- encouraging and supporting recruitment of student representatives in all programmes
- providing opportunities for you to feedback on your experience at programme and module level, and build this feedback into the regular review processes
- feeding back to you on the changes and developments that have resulted from your participation in the continuous cycle of development and improvement.