

Student Charter

This policy is of relevance to students / applicants

Version No.	1
Approved by	Academic Board
Written by	Registry/Student Affairs/Students' Union
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Last Amendment	Cross reference to CUKSN Respect policy

The Guildhall School's vision is to be an international centre of excellence and a global leader of creative and professional practice in music and drama. The School's mission is to train and educate all its students to the highest international standards; to support creativity, innovation and risk; to excite and inspire as many people as it can reach.

The Guildhall School is committed to providing an environment that prepares its students for careers in their respective professions by providing high quality learning and teaching, support and services. A positive student experience is achieved by a shared commitment between staff and students, and the Student Charter has been jointly created by the School's staff and students to continue enhancing this shared partnership.

1. Collective responsibility:

The School values its friendly and welcoming environment. As part of the City of London, it has a comprehensive equal opportunities policy and promotes equity, diversity and inclusivity as part of its core values and holds them at the forefront of all of its institutional decision-making. It encourages both staff and students to foster an environment of openness and mutual respect free from discrimination, prejudice, bullying or harassment of any kind.¹

1.1 The Guildhall School undertakes to provide:

- High standards of teaching, support, advice and guidance;
- A programme of study that is relevant, student centred, fulfils specified aims, is fairly and consistently assessed, and structured towards a named award;
- Access to facilities, equipment, resources and accommodation necessary to undertake a programme of study and that meet health and safety requirements;
- The giving and receiving of constructive feedback to promote self-development and the achievement of shared goals
- Access to performance opportunities within the School that will enhance personal development (where applicable);
- Professional accreditation of programmes (where appropriate);
- Access to counselling and advice on: health and welfare, accommodation, finance, support for disabled students, etc.;
- Support to individuals who feel they have been affected by sexual misconduct, bullying, harassment or discrimination, and a commitment to taking appropriate action;

¹ The School is a signatory to the CUKSN Respect policy.

- Clearly defined access to library and IT facilities;
- Sustained contact with the professions as a fundamental feature of all its programmes of study, supported by embedded, proactive and discipline-specific careers guidance;
- Formal opportunities and relevant training for student representation at School and Department boards, committees, sub-groups and working parties;
- Regular continuing professional development for its staff;
- Training and ongoing support for Student Union Officers;
- Clear timetables of teaching activity in advance and assistance to students to resolve any complexities arising from unavoidable changes or clashes.
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1.2 The Guildhall School undertakes to provide students with the following information:

- A programme handbook, supplemented by other departmental handbooks, detailing the mode of delivery of the programme, contact hours, academic support, the examination arrangements and regulations, assessment criteria, clear deadlines and timeframes for feedback on submitted work, and professional requirements (where appropriate);
- An annual student handbook that provides signposts to the academic guidance and learning support services available in the School, appeals and complaints procedures, and School policy and procedures;
- Accurate information regarding tuition fees, payment options and deadlines, and an estimate of necessary additional costs;
- Guidance and support in dealing with the Student Finance England and other funding agencies;
- Regular reports on the School's response to student feedback gathered via national and internal surveys, student representation at boards and meetings, and other channels.

1.3 Each Student undertakes to:

- Familiarise-themselves with, and abide by, all the School's policies and regulations;
- Conduct themselves in a professional manner at all times;
- Take advantage of the varied opportunities available by attending induction sessions, participating in timetabled classes, attending meetings with tutors, etc.;
- Keep informed by;
 - checking their School e-mail account daily
 - reading the student and programme handbooks

- reading the monthly Student News email and consulting School notice boards and My Guildhall
- Take responsibility for managing their own learning: actively engaging in the programme; spending sufficient, regular time in private study and practice, informing the departmental office of timetable clashes, illness, changes to address or other changes of circumstance;
- Follow and attend the approved programme of study as specified for the year and obtain agreement from the Department, in advance, for any essential absences;
- Attend all scheduled assessment events and submit course work by the stated deadlines, and actively engage with the resulting feedback;
- Assist in improving the quality of programmes, facilities and services by giving full and constructive feedback on their experience via the internal Whole School Survey and the National Student Survey (undergraduate finalists only), and by engaging with-the student representative system;
- Support the student representatives and participate in processes to nominate or elect student representatives, and ensure that representatives are made aware of student views and the issues that they should raise on behalf of the student body;
- Talk to a member of staff if they are experiencing problems;
- Familiarise themselves with support services available; students are strongly encouraged to disclose any disability at the earliest opportunity, to enable them to get appropriate support and fully access their course;
- Take responsibility for being proactive in attending sessions organised with study skills tutors, mentors, etc. and other support staff;
- Respect the physical and digital environment of the institution, including accommodation, and respect the rights, privacy and property of others;
- Take responsibility for the prompt and timely payment of tuition fees and other charges made by the School, and plan their finances, making use of the resources provided by the Student Funding Officer and Student Affairs.

1.4 The Students' Union undertakes to:

- Engage with all students to ensure they receive fair access to services and support and are aware of their rights and responsibilities;
- Facilitate active student/community engagement, including student participation in quality enhancement activities – especially through the election, development and training of student representatives;
- Foster cross-School co-operation and help maintain the School's interdisciplinary/collaborative ethos;
- Represent the interests of students at the local and national level;
- Provide regular reports to the student body on the work the Union has undertaken on its behalf and be proactive in seeking student feedback.

- Provide a communication link between students and staff

The student charter does not constitute a legal document and is not a legally binding contract. It is not intended either to define or limit the legal rights and responsibilities of the Guildhall School, the Students' Union and each student. The charter is intended to act as a signpost to key information which is likely to be relevant to students and help to establish consistent expectations across the School. If you have any queries about this charter please contact the Students' Union President or the Dean of Students.