

STUDENT CHARTER

Effective for employees, students, Directors and volunteers on or after 1 June 2021

Review Date: 24th June 2021

Date of next Review: June 2024

Please Note: A formal, full review of this document will take place on a 3-yearly basis. However, in the interim, the document will be updated as necessary to remain current with any statutory legislation and/or significant Government guidance updates on the subject.

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Student Charter Introduction

L&F Training is committed to working with you to secure your progress into further learning, employment or independent living. Whether you have paid a fee or are a funded student, we expect you to make a full commitment to your studies. This means working to the best of your abilities in all the tasks you are set, as well as attending all timetabled sessions, tutorials, progress reviews and other meetings on time.

Behaviour and Respect

Everyone in L&F Training's Academy commits to respecting the partnership between all members by following its rules and procedures. The Academy fosters an inclusive community in which everyone is treated fairly, respectfully and independently, to ensure equality of opportunity.

As a student you are expected to:

- Behave in a way that benefits the learning environment for all.
- Behave appropriately when representing the Academy at all times, acting as ambassadors, advocating a positive image and embracing our values in the Academy and in the immediate community.
- Respect all L&F Training staff, students and visitors.
- Take responsibility for your own studies and participate in Academy life as an active learner.
- Adhere to the L&F Training health and safety procedures and industry practices. This includes using specialist learning equipment in an appropriate and safe manner and under supervision of a teacher.
- Always wear your college uniform when on L&F Training Academy premises.
- Not to use or be under the influence of alcohol or illegal drugs whilst at the L&F Training Academy, or any other premises where you are representing L&F Training.
- Respect the environment which we share. For example, put your litter in the bins provided
- Bring nothing into L&F Training's Academy or other premises that could be used to harm another person.

As a student you can expect L&F Training to:

- Provide a safe, secure and tolerant environment where all staff and students feel valued and respected.
- Promote behaviour that enhances learning and performance for all.

- Provide praise and recognition for your achievements and positive contribution and treat non-compliance in accordance with L&F Training's Student Disciplinary Policy.
- Create a stimulating environment, with quality teaching and academic support.
- Take all practicable and appropriate measures to provide you with a safe and healthy environment to learn, appropriate facilities to support this, and information that helps you to understand and comply with standard health, safety and wellbeing practices in the wider community and work place.
- Maintain social and learning spaces supporting you to learn and maximise your independent study time.
- Promote awareness of and encourage healthy lifestyles.
- Make you aware of the relevant health and safety procedures and industry practices during induction and throughout your programme. Train you how to use specialist learning equipment in an appropriate and safe manner.

Attendance and Punctuality

For you to achieve your goals and progress, you must meet certain standards in readiness for employment or higher study.

As a student you are expected to:

- Attend all timetabled sessions, including English and maths lessons, tutorials and progress reviews.
- Be punctual for all lessons and appointments and to contact L&F Training if you are unable to attend, due to illness, or you are likely to be late.
- Keep L&F Training informed of any issues that might affect your studies.
- Make routine appointments, such as seeing your doctor or dentist, outside the time you are due to attend L&F Training's Academy.

As a student you can expect L&F Training to:

- Offer and provide additional support required to meet the needs of individual students.
- Provide a safe environment where these issues can be discussed and support put in place to mitigate disruptions to your studies.
- Develop an action plan for your progress towards employment or the next level of education.
- Encourage good time management, whilst challenging poor attendance and punctuality.
- Challenge behaviour that does not meet expected standards and set clear targets for improvement.

Professional Standards

You should use all opportunities provided to enhance the development of your skills, knowledge and employability prospects. To achieve success and progression, you need to work hard, concentrate and focus in all sessions to meet the requirements of your programme.

As a student you can expect the Academy to:

- Provide you with the opportunity to learn and to be given the opportunity to exceed your expected progress.
- Return work to you, within agreed deadlines and including appropriate and developmental feedback.
- Provide you with targets and feedback to aid your improvement, ensure you achieve and make positive progression.
- Provide you with appropriate information and guidelines that enable you to produce your own work, with appropriate referencing, and avoid plagiarism.
- Create opportunities to develop the skills and attributes that are highly valued and sought by employers, using new and emerging technology where appropriate.
- Provide regular opportunities for you to give feedback on the provision, support and environment.
- Provide internal and external input to your programme to ensure you are experiencing an up-to-date, industry standard.
- Provide praise and recognition for your achievements and positive contribution and treat non-compliance in accordance with the Academy Student Disciplinary Policy.

As a student you are expected to:

- Work to the best of your ability in class, independent study, online learning, coursework, tests and examinations.
- Complete and submit work to deadlines and abide by examination times and requirements.
- Always act respectfully towards others and L&F Training property, pay attention and participate positively during lessons, avoid inappropriate language and disruptive and/or challenging behaviour.
- Produce work that is your own, not copied or produced by others, and acknowledges the original source when citing research.
- Use mobile devices during sessions as requested to do so by a member of staff and always use your mobile phone appropriately.
- Provide L&F Training with accurate and up-to-date information about yourself.



- Help to improve the experience for current and future students by contributing your views in a constructive manner.
- Always wear your college Uniform when on L&F Training premises.
- Not to use or be under the influence of alcohol or illegal drugs in the L&F Training Academy, or any other L&F Training premises or any other location when you are representing L&F Training.

This Charter has been developed in partnership with students of L&F Training.

Enrolling at L&F Training means you accept the terms of this Charter and commits both you and the Academy to follow its content.