

## London Film School Student Charter

This charter has been developed by the London Film School and its students to demonstrate its commitment to improving the quality of the student experience at the School. The charter summarises the shared aspirations, expectations and responsibilities of the School and its students.

### You can expect the School to:

1. Treat you respectfully and fairly, regardless of gender, age, race, nationality, ethnicity, disability, sexual orientation, religion or belief
2. Foster a safe and tolerant atmosphere in which creative and academic goals may be pursued free from harassment and discrimination of any kind
3. Encourage the international and culturally diverse community at the School
4. Provide you with the opportunity to work with committed staff who have expertise in their disciplines, and are engaged in regular professional development
5. Publish clear and accurate information about our courses, qualifications and fees, so you are able to make informed choices about studying at LFS
6. Follow our admissions procedures to ensure applications are dealt with consistently and fairly
7. Provide you with clear contact points throughout the duration of your studies in case you have questions or need advice
8. Enable you to access the virtual learning environment, LFS Moodle, where there is essential information and learning resources relevant to your course
9. Provide you with a detailed tour of facilities and an induction to the School and your course, as well as access to all the necessary information about your course and your role as a student at the School
10. Allocate and inform you of your named personal tutor, who will provide you with individual support and feedback throughout your time at the School
11. Make reasonable adjustments to support and assist you if you notify the School of a disability or special requirement
12. Provide a healthy and safe environment as well as access to a range of technical equipment, resources and facilities appropriate to the module and course you are studying
13. Assess your work fairly and objectively against published assessment criteria, and provide clear feedback to enable you to progress through the course
14. Provide opportunities for student membership of its academic committee structure, and involve student committee members and representatives in course management and development
15. Provide opportunities for you to give feedback, raise concerns, queries and complaints on the quality of the courses, facilities, and services within the School
16. Respond to student feedback in a clear and transparent manner, and take action where possible
17. Regularly review and enhance the educational experience provided by the School in accordance with its commitment to teaching to appropriate academic standards and training in practical skills
18. Provide clear information on how to submit a formal appeal or complaint; and ensure complaints are treated seriously and fairly, and that you will not be discriminated against because you have made a complaint
19. Provide you with advice and guidance on career development as you near the end of your course
20. Provide you with the opportunity to continue your links with the School and its network of associates following graduation

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### As a student, you are expected to:

1. Treat staff, fellow students and visitors respectfully and fairly, regardless of gender, age, race, nationality, ethnicity, disability, sexual orientation, religion or belief
2. Value the international and culturally diverse community at the School and engage in the shared responsibility to foster a safe and tolerant atmosphere in which academic and creative goals can be pursued free from harassment and discrimination of any kind
3. Act at all times with due regard for the health and safety of yourself and others in all your activities at the School
4. Be proactive in making every effort to ensure that you have all the information you need to make an informed choice about studying at LFS
5. Provide complete and accurate information on your application and for your student record, notifying us of any change promptly
6. Take responsibility for your own learning; actively engage with your course; attend and participate fully and in a timely way in accordance with the School's attendance policy; undertake practical work assigned to you and attend meetings with tutors
7. Respect and support the learning experiences of fellow students
8. Be pro-active in seeking advice and guidance from your tutors or Student Services where appropriate, and inform us of any circumstances or restrictions that may affect your participation in the School and your course
9. Access the virtual learning environment, LFS Moodle, and your LFS email account on a regular basis as these are the main tools used by the School to communicate general information to you
10. Attend induction sessions and be familiar with all the necessary information about your course and role as a student at the School
11. Meet with your personal tutor on a regular basis throughout your course
12. Act responsibly when using the School's technical equipment, resources and facilities; attend any departmental introductions; respect the needs of other users; and comply with all health and safety regulations and best practice guidelines that govern their use
13. Submit assessed work by the published deadlines and actively participate in feedback opportunities
14. Make the most of opportunities to provide feedback on your experience at the School and engage positively with tutors and staff
15. Consider opportunities to join committees as a student member or become a student representative on your course
16. Raise any concerns with staff at the earliest opportunity, or through appropriate student feedback mechanisms in an honest, open and constructive manner
17. Follow the LFS Complaints Procedure with regard to making a formal appeal or complaint; and not to make any malicious or vexatious complaints or allegations
18. Keep up to date with the payment of course fees, and respond in any timely manner to any deadlines for paperwork or requests for information
19. Respond to correspondence from the school after graduation, and consider keeping the School up to date with your career
20. Be responsible for your own conduct during your time as a student at the School such that you do not bring the School into disrepute, both whilst attending the School and when engaged on an external film project