

## Student Charter

Point Blank and all students should endeavour to uphold this Student Charter at all times. Point Blank will support any students where their personal circumstances may make their upholding of the Student Charter difficult.

### Our commitment to you:

- Provide a range of opportunities and activities to develop transferable skills and enhance your employability as well as encourage a lifelong passion for learning.
- Treat you in a courteous and fair manner in line with our [Equality, Inclusion and Diversity Policy](#).
- Maintain a range of facilities, resources and services that are designed to enhance your whole student experience - including a Virtual Learning Environment (VLE), recording studios, study spaces, student support and pastoral care.
- Provide you with an intellectually stimulating environment supporting your academic, professional and personal development.
- Provide a friendly and supportive environment to enable you to achieve your potential.
- Work with student representatives and the Student Union to provide opportunities for the student voice to be heard to enable you to contribute to the improvement of student life.
- Provide a respectful and safe learning environment which recognises the benefits of diversity and provides a forum for discussion, tolerance and celebration.
- Support a dialogue between academic staff and students to stimulate learning and creativity. Respond to and act upon your feedback when possible and reasonable to do so.
- Communicate clearly and regularly through the VLE.
- Provide clear information regarding your assessment as well as clear guidelines about how to make an appeal and provide information regarding our complaints procedure.
- Give timely and constructive feedback to you on your submitted work in line with our [Teaching, Learning and Assessment Strategy](#).
- Clearly communicate up-to-date timetable changes and class cancellations, which may include messages sent to you through the VLE.
- Keep safe all personal information in line with applicable General Data Protection Regulation and the terms of our [Data Protection Policy](#).

### Your commitment to us

- Actively engage in all learning opportunities by completing all preparation work and attending all tutorials, workshops, assessments or similar activities. Engage fully with all forms of academic feedback.
- Act responsibly and courteously in your use of Point Blank facilities and ensure that you leave Point Blank property clean and tidy, respecting the needs of other users.

- Act in a considerate and responsible manner towards all staff and fellow students and be respectful towards the local community taking particular care in all your written and verbal communications.
- Take care for your own safety and the safety of others, both on and off Point Blank premises.
- Make full use of the facilities, resources and support on offer at Point Blank and ask for academic help or personal support when you need it.
- Engage proactively with your student representatives, supporting them to make your voice heard by providing constructive feedback on your course and the facilities at Point Blank.
- Make the most of opportunities to provide feedback such as student engagement surveys about your student experience, using appropriate internal channels.
- Read programme and course documentation and understand the expectations and any applicable regulations.
- Make yourself aware of all course updates and information about activities and events from Point Blank including information about events and activities by frequently checking emails sent to your @pointblankmusicschool.ac.uk email address and online communication tools such as the VLE.
- Take responsibility for your own learning by submitting your work by the relevant deadline and in the required format in order to be able to progress to the next academic stage – as per the Point Blank [Assessment Policy](#) and [Student Attendance and Engagement Policy](#).
- Always wear your Point Blank ID Card when on any Point Blank premises.
- Understand and comply with your obligations regarding payment of fees by the relevant deadlines.
- Provide Point Blank with up-to-date and accurate personal information for our student records and notify us of any changes to your information, such as current address or contact details.

Last approved: 22<sup>nd</sup> August 2024

Approved by: Executive Committee

Next review due: August 2025