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# Student Charter

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**“Student success is at the heart of everything we do”**

The Student Charter sets out the responsibilities we have as members of the University community and the expectations that we place upon each other. The Charter will enable students and staff to work in partnership with the aim of supporting all students on their journey to success.

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**London South Bank University seeks to provide students with:**

- Excellent customer service, treating students respectfully and courteously, and promoting equality and anti-discriminatory practice.
- Excellent academic delivery in learning and teaching, practice development and research.
- Clear information and feedback which is communicated in a timely manner that enables students to gauge their progress.
- Access to activities that will promote employability skills and personal development through carefully managed professional education.
- Support for student participation in committee meetings and working groups to promote course development and enhance the student experience.
- Access to a range of facilities, information and services to support academic development and progression.
- Access to information online regarding protocols, policies, procedures and regulations through the Student Portal at <https://my.lsbu.ac.uk>

**Students seek to:**

- Treat their fellow students and members of the University respectfully and courteously.
- Take full responsibility for managing their learning, actively engaging in their course, ensuring they spend time in private study including preparing for and participating fully in seminars and group learning activities.
- Undertake all assessments, comply with regulations and engage with all planned curriculum and educational activities.
- Submit assessment tasks by stated deadlines; to pay attention to and act on all feedback.
- Support course representatives and participate in activities that will lead to improvements in course delivery and the quality of learning and teaching.
- Divulge information that may be adversely affecting their progress in a timely manner so that help can be initiated.
- Divulge concerns regarding anything that may adversely affect the health, safety and welfare of members of the University or the wider community.
- Respect the physical environment of the university and its resources.