

# <Slough Borough Council>

## <Creative Academy>

### <Student Charter>

**Provider's name:** Slough Borough Council (Creative Academy)

**Provider's UKPRN:** 10005916

**Legal address:** Slough Borough Council, Observatory House, 25 Windsor Road, Slough, Berkshire SL1 2EL

**Main site:** Creative Academy, Orchard Centre, 73a Stoke Poges Lane, Slough. Berks, SL1 3NY

**Contact point for enquiries about this public information policy:** Jagdev Khatkar (see end of policy)

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**Website:** [www.creativeacademy.org](http://www.creativeacademy.org)  
**Email:** [info@creativeacademy.org](mailto:info@creativeacademy.org)  
**Telephone Number:** 01753 875400

Slough Borough Council  
Creative Academy, 73a Stoke Poges Lane  
Slough, Berkshire, SL1 3NY

## **Creative Academy - Student Charter**

The Creative Academy aims to inspire and encourage students to become innovative creative professionals, connecting them to exciting and rewarding lifelong careers in the creative industries.

Everything the Creative Academy do is designed to equip our students with both the academic knowledge and practical skills to succeed in your chosen career while taking ownership over the Creative Academy and empower students to develop their skills. We work in close partnership with the University of West London, London College of Dance Network, The Council for Dance Education and Training, Rifco Arts, Ava Dance Company, The Imperial Society of Teachers of Dancing and Slough Borough Council in order to achieve this and provide personal as well as professional development. This Charter underlines the commitments we make alongside those of the learning contract and what we expect from you.

The Creative Academy undertakes to:

- Develop a culture of mutual respect, empowerment, equality of opportunity and professionalism between staff, students and partners
- High standards of teaching, learning and assessment opportunities
- Offer support with your personal wellbeing alongside you academic studies
- Access to activities, including placements in schools and performance experience alongside creating a creative environment, all to enhance employability and personal development.
- A personal tutor who support you in your academic studies.
- Opportunities and support for feedback and formal student representation and participation so that students' views can be represented in University of West London course management and development and wider academic policy and review.
- Access to student support services including counselling and advice on health and wellbeing; disability services; accommodation; finance and careers whether at Slough Borough Council or the University of West London (this is done on an individual basis to support the Equal Opportunity and Diversity policy at Slough Borough Council and your first contact should always be The Creative Academy Wellbeing Team so you can be signposted).
- Access to library and IT facilities to support your learning (At the Curve).
- An appropriate physical environment which supports your learning and your physical safety at the Creative Academy.

- Provide the following information: Course and module handbooks which details assessment criteria, contact hours, mode of delivery of course, assessment arrangements and professional requirements (where appropriate).
- Clear guidance in the Creative Academy handbooks and the University of West London website on regulations, academic guidance and support, appeals and complaints procedures. Clear deadlines and timeframes for assignments and feedback on submitted work, this is through the time-plan.
- Clear communication (via email and Facebook) around changes to timetables, cancelled classes, re-scheduling of content.
- Course fees and any additional costs, payment options (this is undertaken through 'Designation activity and/or Franchise agreements')
- Everything the Creative Academy does is to support our students, graduates and alumni.

Your responsibilities are in the 'Learning Contract' written with The Creative Academy, Student representatives and checked by Slough Borough Council Legal.

Signed



George Kirkham  
Creative Academy Manager