

<Creative Academy>

<Student Charter>

Overview

A Student Charter is a partnership agreement between a university and its students, outlining shared values, rights, and responsibilities to foster a respectful, inclusive, and high-quality learning community. It highlights what students can expect from the institution and what the institution expects in return regarding engagement, conduct, and professional development.

Key Aspects of the Student Charter:

- **University Commitment:** Providing excellent teaching, research-led degrees, learning resources, and support services (e.g., welfare, careers).
- **Student Responsibilities:** Attending classes, taking responsibility for learning, meeting deadlines, and acting with academic integrity.
- **Shared Community Values:** Promoting respect, diversity, and constructive feedback to enhance the student experience.
- **Support and Safety:** Ensuring access to wellbeing support and a safe, harassment-free environment.

This document was co-created by staff and students to strengthen partnership and accountability.

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

Reviewing this statement or policy

This policy or statement will be annually reviewed to ensure it is fit for purpose, up to date and effective. Student representation will be part of the process to ensure that it is fair and clear.

Any changes will be uploaded to the website, ensuring that it is accessible to prospective and current students. For general enquiries and/or complaints regarding this statement, please contact the Creative Academy using the information below:

- By phone - 01753 875400
- By email - info@creativeacademy.org
- By post - Creative Academy, 73a Stoke Poges Lane, Slough, Berkshire, SL1 3NY
- By website - using the contact us page on www.creativeacademy.ac.uk
- For complaints - please see the complaints process on the website