

STUDENT CHARTER

As your education provider, Screen & Film School (SFS) will:

- Provide a comprehensive educational experience that is in line with good academic practice.
- Treat you in a courteous, fair, just and legal manner.
- Provide a safe and tolerant environment in which educational, creative and career goals may be pursued free from harassment and discrimination of any kind.
- Ensure the provision of a range of facilities, resources and services that are accessible, fit for purpose and which will enhance the student experience.
- Give access to up-to-date and relevant information about SFS and its services before you enrol for a course, including fees and other course-related costs, course details, and admissions & enrolment procedures.
- Schedule an appropriate induction course for your course of study.
- Provide you with information on the aims and objectives of the course, individual course modules, methods of study, assessment details, module choices (where relevant), and applicable SFS policies, procedures and regulations.
- Use approved communication channels, including virtual learning environments (VLEs), in order to provide up-to-date, accurate course information.
- Make known all key SFS staff and their areas of responsibility so that you know who to contact for information and guidance.
- Provide access to a comprehensive tutorial system with provision for a range of academic, pastoral, extracurricular and career-orientated content.
- Ensure the provision of a range of opportunities to enhance employability and develop transferable skills, including the promotion of employment opportunities.
- Provide opportunities to participate in extracurricular activities.
- Support community engagement in order to raise the profile of SFS and its role within the local community.
- Organise and implement course assessments in line with validating partners and in accordance with published examination and assessment guidelines and criteria.



- Give timely and constructive feedback for formative and summative assessment, at an appropriate level.
- Ensure that the student voice is heard at all levels within SFS via appointed student representatives, providing opportunities for you to give feedback about the quality of your course, facilities and services that you receive, and respond to your feedback in a clear and transparent manner, acting upon it wherever possible.
- Provide access to high quality student support services for all students that may require it.
- Safeguard all personal information and comply with the requirements of the Data Protection Act and the Freedom of Information Act.
- Provide clear guidelines regarding the procedures to be followed in order to make an appeal or a complaint.

As a student at SFS you are expected to:

- Take part in relevant induction activities at the start of your course.
- Attend all timetabled lessons and scheduled tutorials; be aware that regular non-attendance or lateness at classes may result in disciplinary action, which could have an impact on your academic progression within SFS; and advise SFS of any circumstances or restrictions that may affect participation in your studies in a timely manner.
- Act responsibly in your use of all SFS premises and facilities and help to keep these clean and tidy, complying with any guidance or regulations governing their use and respecting the needs of other users.
- Familiarise yourself with information regarding your studies in course handbooks as well as complying with all SFS regulations, policies and procedures.
- Take responsibility for your own learning and undertake all course-related work that is assigned to you, ensuring that you devote sufficient time to self-directed learning and study.
- Familiarise yourself with all course assessment schedules and procedures, attend all assessments as timetabled and submit all coursework by published deadlines. Make yourself available to re-sit any assessments in allotted resit periods if applicable.
- Understand and abide by your obligations regarding course fees and payments by meeting all deadlines for the payment of fees, understanding that non-payment may result in your place at SFS being withdrawn.

- Regularly check all communication channels, such as VLEs, SFS student email and course noticeboards, to keep yourself updated on all course matters and other issues.
- Provide SFS with up-to-date information for our student records and give prompt notification of any changes to these (such as address or contact details).
- Always wear your Student ID Card (ⁱunless this poses a direct health and safety risk) when on SFS premises or on any other sites associated with SFS through its courses or other activities.
- Be aware that as a SFS student you are a member of a diverse community and are expected to act in a courteous, responsible and legal manner in your dealings with staff and fellow students and be considerate of the local community of which you are a part, as outlined in the Student Code of Conduct.
- Bear in mind when taking part in class activities, performances, discussions and presentations that the use of provocative language or subject matter should be treated more sensitively than in a situation where your audience has elected to be there. Choosing to ignore the advice or guidance of staff or fellow students in this regard may lead to disciplinary action being taken.
- Always take all reasonable care for your own safety and the safety of others, both on and off SFS premises. Make it your responsibility to utilise risk assessments and safety precautions in your own work.
- Seek academic support and guidance if required and be proactive in seeking out any welfare or personal support that you may need.
- Engage in the process of electing student representatives and make them aware of your views, take part in opportunities to feedback on the quality of the educational provision and services that you receive, and undertake to complete feedback surveys when requested.

ⁱ Students may, with staff permission, temporarily remove their lanyards whilst operating large equipment when on SFS property.