

# Goldsmiths' Student Charter

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## 1. Welcome to Goldsmiths

The Goldsmiths' Student Charter aims to provide you with a guide to your student journey whilst at Goldsmiths. We don't expect it will tell you everything you are going to need to know, however it will give you an idea of what to expect, what we expect from you and where to go if you need more support or information.

It is important to know that studying at University is different from studying at other levels and Goldsmiths provides you with the opportunity to develop your knowledge and understanding as well as your academic and employability skills. Through this experience you will be able to explore and develop a range of attributes and values.

To benefit fully from your time at Goldsmiths you will need to become responsible for your own learning experience and we will help you achieve this by providing the academic and other forms of support that you will need.

## 2. Before you've even applied...

*Whether you have already made up your mind to come to Goldsmiths or are just considering us, we aim to give you the best possible experience from the very first time you contact us.*

### We will:

- supply prospectuses giving accurate information on full-time and part-time programmes;
- make all pre-entry information available in alternative accessible formats;
- give you information on the entry requirements and fees for the programmes which interest you;
- provide you with opportunities to visit the campus and find out more about your programme and department;
- provide you with information on funding your studies;
- keep you informed of changes to the programme;
- ensure accurate and up to date information is available on the Goldsmiths website;
- provide links to various quality external sources of information about Goldsmiths;
- respond to your queries promptly.

### We expect you to:

- engage with the advice and information available in order to make the choices which are right for you.

## 3. When you are applying

*We aim to make the application process to Goldsmiths as efficient and open as possible. The decisions we make on whether to admit you to Goldsmiths will primarily be based on a judgment of your ability to meet the academic criteria for your programme of choice. Goldsmiths also values and seeks to promote equality and diversity.*

## **Application**

*We will:*

- provide application forms in alternative formats on request;
- consider your application fairly and as speedily as possible;
- use a fair and open selection process based on your ability to meet academic criteria for admission and, where appropriate, fitness to practice requirements.

## **Specific requirements**

*We will:*

- encourage you to let us know about any specific circumstances which may affect your ability to study, in order that, where possible, we can make adjustments to support you;
- seek to support equality and diversity and welcome applications from students with specific learning difficulties and/or disabilities. We will support you through learning, teaching and assessment practices that are accessible and, where appropriate, make reasonable specific adjustments;
- actively encourage you and give you opportunities to inform us if you have specific learning difficulties and/or disabilities.

## **Accommodation**

*We will:*

- provide you with information on living and studying in London and the UK;
- provide you with information on the College's own residential accommodation;
- refer you to information about finding private accommodation (in conjunction with the University of London Housing Services);
- guarantee accommodation to all first year students living outside London (including zone 6D) who apply by the specified dates;
- if you are not successful in obtaining College accommodation in the first allocation, inform you of how to keep your request under consideration;
- wherever possible, offer rooms which have been appropriately adapted for students with declared disabilities.

## **We expect you to:**

- make yourself fully aware of your programme requirements, including how much independent study your programme requires;
- give us all the information we request during the application process;
- take part in any necessary interviews or selection tests and submit a portfolio of work if it is required;
- let us know of any specific learning difficulty and/or disability so that we can support you;
- tell us as soon as possible should you decide not to continue with your application;
- inform us of any relevant changes to your circumstances;
- make financial arrangements to cover the cost of tuition and your living expenses for the duration of the programme.

## **4. When you start at Goldsmiths**

*Like any new experience, starting university will be exciting and challenging. We aim to make your induction as smooth and uncomplicated as possible, so that you can make the most out of your time at Goldsmiths.*

### **Information and Induction**

*We will:*

- deliver a relevant and accessible welcome programme covering the key College and Students' Union services;
- provide you with an induction that extends beyond your first few weeks, in order that we can provide you with information when it is most needed;
- provide a tailored induction to suit your programme and department;
- ensure you have a scheduled introductory meeting with your Personal Tutor;
- provide a student handbook introducing you to the College, its facilities, services and regulations;
- put important information and materials about induction online and in accessible formats;
- ensure you have the details of the College staff with whom you will be working;
- provide you with our academic regulations.

### **Programme Requirements**

*We will:*

- provide you with the aims and objectives of your programme;
- outline the choice of courses available to you;
- inform you of the learning and teaching methods that we will use to develop both your academic and generic skills throughout the programme;
- provide you with feedback and information on your progress during your programme;
- provide you with your timetables, reading lists, assessment information and deadlines and let you know should changes be made;
- detail the methods of assessment and the criteria against which you will be marked;
- tell you of any forms of professional recognition which are available on the successful completion of your programme.

### **If you're a research student**

*We will:*

- set up supervisory arrangements with a member of staff who has appropriate research expertise in your subject;
- provide opportunities for you to make contact with researchers in related areas within Goldsmiths and at other institutions;
- provide you with initial research training which is supplemented by additional training, as appropriate, during your period of study.

### **We expect you to:**

- register for your programme and pay your fees on time;
- check your registration details and report any errors or omissions immediately;
- make yourself familiar with all the information provided to you;
- regularly check your College email address, departmental notice boards, post and other College communications for information relating to your programme of study;
- actively participate in the induction and welcome opportunities provided for you;

- attend arranged meetings with your Personal Tutor where you will be encouraged to engage with the Goldsmiths 3D Graduate Scheme and Personal Development Planning;
- attend meetings arranged with your supervisor if you are a research student.

## **5. Whilst you are studying**

*Goldsmiths is all about the freedom to experiment, to think differently and to be an individual. We aim to bring creative and innovative approaches to all of our subjects; everything we do is based on high academic standards in teaching and research. We also aim to provide high quality support services that make your time at Goldsmiths as successful and enjoyable as possible.*

### **Academic Support**

*We will:*

- provide advice about course choices you may have to make during your study;
- provide high quality teaching and learning opportunities;
- support you to become an independent learner through our learning, teaching and assessment practices;
- provide you with support and resources to enable you to recognise and avoid plagiarism;
- provide assessment which is valid, reliable and fair and takes appropriate account of mitigating circumstances;
- where necessary offer academic study skills and English language support, particularly for students whose first language is not English;
- ensure you receive regular feedback on your academic progress, including detail on how you can improve;
- regularly monitor and benchmark the quality of our teaching, taking into account feedback, including that received from students;
- provide research methodology training and skills development for all research students.

### **We expect you to:**

- actively participate in all the learning opportunities made available to you, including classes, group learning activities and individual learning opportunities;
- develop responsibility for the management of your own learning by:
  - attending and preparing for all timetabled activity, including lectures, tutorials and seminars;
  - actively participating in lectures and seminars and other teaching sessions;
  - make sure you hand-in all assessments within the deadline;
  - let us know if you are unwell or have any circumstances which could affect your progress;
- adhere to academic regulations, especially those relating to plagiarism.

### **Additional Support**

*We will:*

- provide support services in an accessible, helpful, professional and confidential manner;

- ensure all students on taught undergraduate programmes have a Personal Tutor, who will normally be a full-time member of staff for students with a declared specific learning difficulty and/or disability;
- offer informal learning opportunities through our 3D Graduate programme, which incorporates personal development planning;
- deliver a wide range of library services, including the facilities of Goldsmiths College library and the University of London library and provide on-line support and expert guidance for users;
- provide access to appropriate IT facilities and assistance;
- provide a virtual learning environment;
- offer a range of support services, including financial advice and assistance, counselling, support for disability and specific learning difficulties, chaplaincy and childcare;
- provide a careers service which aims to prepare you for a successful transition to employment or further study;
- offer international students a range of information and support, to help them with issues raised by studying in the UK;
- support the 3D Graduate scheme through the Students' Union by;
  - Providing a range of sporting and cultural activities;
  - Offering opportunities for volunteering activities within the wider community;
  - Delivering independent, confidential advice on academic issues;
  - Providing a diverse range of safe, student-focused facilities.

### **We expect you to:**

- take responsibility for seeking any support you need and let us know of any specific circumstances that may affect your progress;
- keep the Registry up to date with any change in your details;
- make sure you pay any fees and debts owed to the College on time;
- make the most of opportunities offered through the 3D graduate scheme;
- let staff know if, through illness or other appropriate reasons, you need to cancel or rearrange an appointment you have made;
- report emergency and routine faults, breakages or damage to College property as soon as possible;
- ensure you are responsible whilst representing Goldsmiths at any events;
- behave responsibly and respect other students, staff and those within the local community at all times including respecting diversity within the staff and student bodies;
- respect your environment and those around you both on and off campus;
- ensure that paid employment or external commitments do not interfere with your studies;
- let us know if you are experiencing difficulties rather than suffer in silence. If you are considering withdrawing or transferring from your programme you should at an early stage speak to your Personal Tutor or another member of staff.

## **6. Learner Voice**

*We recognise that students play a crucial role in ensuring the quality of their learning experience. Therefore working with students and the Students' Union we aim to provide meaningful opportunities for the 'learner voice' to be heard.*

**We will:**

- ensure student representation on all relevant College committees, including the governing Council;
- make you aware of the ways in which students can give feedback to the College;
- regularly monitor student experiences of programmes to ensure they are of high quality;
- ensure students have every opportunity to give feedback on their programmes and on our other procedures and services;
- support effective student representation at programme and departmental level;
- consult and engage with the Students' Union on key decisions affecting Goldsmiths students.

**We expect you to:**

- make yourself aware of the opportunities we give you to provide feedback;
- engage with the feedback systems available to you;
- raise issues through representative structures where appropriate;
- actively participate in life at Goldsmiths.

**7. Once you've left Goldsmiths**

*Throughout your time at Goldsmiths you will develop life-long friendships, networks and experiences. We aim to keep you in touch with friends and up to date with Goldsmiths and continue to offer you opportunities as alumni.*

**We will:**

- provide membership of the Alumni Association;
- send you our alumni magazine, 'Goldlink';
- maintain a web page for former students with up to date information on reunions and other news of interest.

**We ask you to:**

- assist Goldsmiths in its review processes by completing the destination of leavers from HE survey on request;
- provide us with your contact details.

*The Student Charter was drawn up in collaboration with Goldsmiths Students' Union and was approved by Academic Board on 4 June 2008*