

- provide advice on the academic and financial implications of changing programme of study, suspending your studies or withdrawing

**You are expected to:**

- seek advice and follow relevant procedures if you wish to change programme, suspend studies, withdraw from Leeds Trinity or have a query relating to complaints, appeals, academic or professional misconduct or disciplinary procedures
- familiarise yourself and comply with the appropriate procedure before submitting a complaint or appeal

## On completion of your study at Leeds Trinity

**You may expect us to:**

- provide you with a European transcript and diploma supplement as evidence of completion of your programme of study
- arrange for you to receive your formal certificate
- provide academic references on request
- provide replacement or additional documentation, on request, on payment of the appropriate published fee

**You are expected to:**

- tell us how you wish to receive your formal certificate
- request references and any supplementary or replacement documentation in good time

## Leeds Trinity & All Saints Union of Students (LTU)

As a registered full-time College student you are eligible for membership of the Students' Union. The Students' Union currently provides a range of advisory, social, cultural, sporting and leisure facilities. The core principle of all Students' Unions is democratic control by the student membership.

**You may expect LTU to:**

- represent the student body within the College and in the wider regional and national context
- act as a medium of communication between LTU members, the College and other bodies
- act independently of any political party or religious organisation
- advance the education of students of the College
- promote and protect the welfare of students
- promote equality and diversity
- provide clear and accurate information about the Students' Union and its facilities, services and activities
- arrange NUS membership and supply an NUS card on payment of the appropriate fee
- allow all registered students to have access to all Students' Union facilities, clubs and societies
- invite all members to take part in the democratic processes of the Students' Union, by attending General Meetings, standing for election to office in the Students' Union and exercising the right to vote
- provide confidential advice on matters relating to finance, housing, welfare, relations with staff or fellow students, academic concerns or similar issues.

**You are expected to:**

- be aware and make use of the various services provided by the Students' Union
- support the democratic life of the Students' Union

## Review of the Student Charter

This Charter shall be reviewed annually by the Principal and triennially by the Board of Governors.

**June 2009**

The information in this publication can be supplied in alternative formats.

Please call **0113 283 7150** or email **enquiries@leedstrinity.ac.uk**.



Leeds Trinity  
& All Saints

# Student Charter 2009/10

## Introduction

Leeds Trinity & All Saints is an independent Catholic foundation, committed to the principles of care and community. The College offers a range of vocationally-oriented undergraduate and postgraduate programmes and provides continuing professional education in a number of areas.

All students have rights, privileges and obligations as a result of entering into partnership with the College. This Charter defines that relationship and serves as the point of reference by which adherence to or breach of its spirit and content will be judged.

This Charter defines the standards of provision which students can reasonably expect and the responsibilities they assume as members of the College.

## Contractual liability

Leeds Trinity & All Saints undertakes to take all reasonable steps to provide the teaching, examination, assessment and other educational provision set out in its prospectus and other official publications. It cannot, however, guarantee their provision in all circumstances. Should events beyond the control of the College interfere with its ability to operate normally, the College undertakes to minimise the resultant disruption. The whole of this Charter should be read accordingly.

## Before you arrive at Leeds Trinity

### You may expect us to:

- publish clear, accurate and up-to-date information about academic provision, services and facilities
- operate clear and fair admissions procedures
- encourage applications from students with disabilities and from those who come from sectors of society under-represented in higher education
- publish clear contact details for you to use if you need more information
- send you clear briefing material prior to registration

### You are expected to:

- provide full and accurate information as required by the admissions process
- respond to correspondence by specified deadlines and keep any appointments arranged for you
- make the best use of information provided to help you make an informed choice of programme of study, seeking further help if you need it

## As a registered student

### You may expect us to:

- keep accurate records of the information you have provided and of your academic progress
- provide a clear statement of any fees due (including tuition, residence etc) at the beginning of each session
- make available information about academic regulations, your programme of study and individual modules including details of content and assessment
- provide good quality teaching delivered in appropriate accommodation in accordance with published timetables
- assess your work, and provide you with feedback, in accordance with published schedules
- provide effective and appropriate academic, pastoral and financial advice and guidance
- provide appropriate facilities to support learning, including library and IT services
- provide you with opportunities to evaluate your programme of study and your experience of student life as part of the process by which we monitor and enhance the quality of provision

- provide a safe and supportive living environment, with appropriate services, facilities, buildings and grounds
- provide an environment that promotes equality and diversity
- provide a spiritual environment which is sympathetic to differing religious beliefs and those who have no religious beliefs
- provide appropriate support for students with disabilities
- comply with all relevant legislation

### You are expected to:

- behave in a manner which shows respect for the Leeds Trinity community and environment
- familiarise yourself and comply with our regulations and other information on your programme of study, seeking help if you do not understand anything
- exercise responsibility for your independent learning and your personal academic judgement by participating in all classes and examinations and submitting all coursework as required for your programme of study
- meet with your Progress Tutor regularly
- seek guidance and support from appropriate staff if you have any problems
- reply to all correspondence by the specified deadline
- make active use of facilities (e.g. student intranet) and abide by the regulations specified for their use
- pay any fees owed by the specified deadline
- make use of the opportunities provided for you to contribute your views on your student experience
- inform us of any changes to your contact details

## If things go wrong

### You may expect us, in consultation with the Student Union, to:

- explain the consequences of unsatisfactory academic performance or other misconduct
- publish and operate clear, fair procedures for addressing complaints, academic appeals, disciplinary matters and allegations of academic or professional misconduct, providing independent advice on request