

STUDENT GUIDE TO COMMUNICATION AND CONSULTATION

June 2026

Good communication and meaningful consultation are central to life at Leeds Conservatoire and to your experience as a student in higher education.

We are committed to keeping you informed in a clear, timely, and accessible way, and to ensuring there are effective opportunities for your voice to be heard.







This guide explains how we communicate with you, the channels we use, and how we work with students to gather feedback and involve you in shaping decisions that affect your studies and wider experience.

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Communication

We use different communication channels for different types of messages.




Communication channel	Types of messages	How to access
 <p>Email and Microsoft Teams</p>	<ul style="list-style-type: none"> • Correspondence from your tutors, admin and course teams about the delivery of your course • Advanced notice of important changes to conservatoire services • Weekly events overview • Personal contact related to your course, student experience and use of our services 	<p>Email and Microsoft Teams is the primary way the conservatoire communicates with you - and for you to communicate with us.</p> <p>You should check your email and Microsoft Teams accounts daily during term time.</p> <p> https://outlook.office.com/mail</p>
 <p>SPACE (VLE)</p>	<p>SPACE is our Virtual Learning Environment (VLE)</p> <p>It contains:</p> <ul style="list-style-type: none"> • Course, module and assignment information/resources • Support resources for using our online systems 	<p>You should check SPACE daily during term time.</p> <p> space.leedsconservatoire.ac.uk</p>
 <p>LIFE</p>	<p>LIFE is our online noticeboard where staff and students can post:</p> <ul style="list-style-type: none"> • General news/announcements • Events, Workshops, Masterclasses 	<p> life.leedsconservatoire.ac.uk</p>



Student Information Site




- This is the main student information website for Leeds Conservatoire
- It contains information to help you manage your studies, get pastoral support, and help you with our IT systems
- It also has information about our campus opening times, the rooms/resources you can use, and extracurricular activities and opportunities

<https://students.leedsconservatoire.ac.uk>

Communication Channel	Types of messages	How to access
	<ul style="list-style-type: none"> • Performance /creative opportunities • Job opportunities • Items for sale 	
 <p>Social media</p>	<ul style="list-style-type: none"> • Events • News and features • Announcements • Reminders 	Instagram: @ lifeatleedsconservatoire @ _lcsu_
 <p>Text message</p>	<ul style="list-style-type: none"> • We will only send you text messages (SMS) for emergency/time critical situations, or to change arrangements at short notice. 	Make sure your mobile number is correct. You can update your personal details by visiting My Portal
 <p>Screens and noticeboards</p>	<ul style="list-style-type: none"> • Digital screens are located around campus with information about conservatoire services, opportunities and events. • Your Students' Union owns screens and noticeboards across campus too. You are welcome to put up posters promoting your clubs/societies, gigs, releases, and student-centred material. 	Contact studentunion@lcm.ac.uk if you would like to have digital/print material displayed.

Consultation and feedback

We work with you to hear your voice and make the changes students need.

What	Why	How
 <p>Student-Staff Forum</p>	<ul style="list-style-type: none"> • Student-Staff Forum is a formal meeting between your SU and senior conservatoire staff which meets once per semester to discuss student feedback. • These meetings are recorded, with action plans created and shared to continually improve the student experience here. 	<p><u>LCSU page on the Student Information Site</u></p>
 <p>Academic Feedback Meetings</p>	<ul style="list-style-type: none"> • Your Student Reps and Deputy Heads of School meet each term to report your feedback and represent the collective interests of your course. • These meetings are recorded and action plans are made to help improve your modules and learning experience. 	<p><u>LCSU page on the Student Information Site</u></p>
 <p>Student Reps</p>	<ul style="list-style-type: none"> • We partner with your SU to enable an effective Student Rep system, that acts in the interests of all courses and underrepresented student communities. • Your Reps are led by the SU and trained to help amplify your voice and act in your best interests. • You can also apply to become a Student Rep yourself. 	<p><u>LCSU page on the Student Information Site</u></p>



Complaints

If you wish to make a complaint you can contact our Complaints team who will guide you through our formal complaints process.

complaints@leedsconservatoire.ac.uk