

# Student Charter 2025-26

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## Leeds Conservatoire Undertakes to:

- Require its staff to treat students, colleagues and visitors fairly and show respect for difference and diversity
- Support and encourage student attendance at extra-curricular activities organised by the conservatoire
- Provide timely communication using a range of methods as outlined in the current Student Guide to Communication and Consultation
- Provide high standards of teaching, support, advice and guidance as outlined in the Student Handbook and Programme & Module Specifications
- Provide a relevant programme of study that is fairly and consistently delivered and assessed
- Give constructive feedback that promotes student learning
- Provide access to performance and other opportunities that will enhance employability and personal development
- Provide opportunities to work collaboratively with students from other programmes/courses across the conservatoire. These opportunities may be available as part of the curriculum or outside of timetabled studies
- Encourage support for student participation in academic development and course management, including elections of representatives
- Provide access to appropriate information, advice and guidance services
- Provide a high quality, safe, effective teaching environment along with accessible physical and virtual learning environments, the latter of which gives 24 hours a day 7 days a week access to our online support materials
- Give opportunities to work with industry relevant practitioners in accommodation that is of industry standard and fit for purpose
- Adopt sustainable business practices that demonstrably reduce our carbon footprint and energy consumption

## Leeds Conservatoire undertakes to provide students with the following:

- Accurate information regarding tuition fees and other costs associated with study, payment options and financial support
- Reasonable advance notice and a timely explanation regarding cancelled and re-scheduled classes as outlined in the Student Guide to Communication and Consultation
- Online student guides that cover programme and module details such as assessment procedures, regulations, academic guidance and appeals and complaints procedures
- Individual module resource pages via the Virtual Learning Environment (SPACE)
- Library resources, both physical and online, to support student success on all modules

## Students undertake to:

- Explore their passion for their subject and share this with other students

- Treat all staff, fellow students and visitors fairly and respectfully
- Attend and participate in induction, timetabled classes, meetings with tutors and all other scheduled activity
- Work in partnership with Leeds Conservatoire staff and take responsibility for managing their own learning by actively engaging with their programme, ensuring they spend sufficient time practising and participating fully in group learning activities
- Work in partnership with their peers to fully support all group and ensemble work by meeting their contribution target learning outcome
- Take part in public performances and events organised by the conservatoire where they have agreed to do so. These might include workshops, masterclasses, orchestras, big bands, production showcases and/or events, and conservatoire ensembles of varying sizes across diverse genres. If students have agreed to perform in a concert they must treat this as a professional contract and they will be expected to attend all rehearsals and treat the rehearsals as having priority over other commitments. If students miss rehearsals, they will potentially lose their place in that performance and/or ensemble
- Submit assessed work within stated deadlines, actively participate in feedback and attend all formal assessments at a time determined by the conservatoire
- Comply with Leeds Conservatoire and University of Hull regulations
- Support student representatives to fully represent their views and participate in systems which will lead to improvements in the quality of learning and teaching
- Participate in conservatoire activities that will enhance their employability and personal development
- Acknowledge, appreciate and learn from the diversity of the conservatoire population
- Pay promptly any charges made by Leeds Conservatoire but where they are experiencing financial difficulties seek advice from Student Services
- Read and respond promptly where required to communications from the conservatoire, which are made by the agreed means of communication
- Engage positively with the conservatoire, respecting the physical environment and behaving respectfully towards neighbours in the local community
- Make maximum use of the resources available at Leeds Conservatoire, ensuring that they are made available for other students as soon as you have finished with them (this covers room bookings, facilities etc. as well as the library)
- Library resources, both physical and online, to support student success on all modules

## Leeds Conservatoire Students' Union undertakes to:

- Welcome new and returning students to Leeds Conservatoire and support them in their transition to and from the conservatoire
- Support students to ensure they all receive fair and respectful treatment and are aware of their rights and responsibilities
- Actively promote democracy and representation of all students through the annual election of student officers into the SU Executive Team
- Champion the student voice through the appointment, training and development of academic Student Representatives
- Represent the interests of students at local and national level
- Provide non-judgmental, independent and student-focused advice on academic and welfare issues

- Provide and support a diverse range of societies, clubs and activity groups, as well as other opportunities to enhance personal and professional development both within and beyond the conservatoire

Our Student Charter gives a summary of our aspirations for and expectations of each other at Leeds Conservatoire. It is not, however, a legally binding contract and it is not intended either to define or limit the legal rights and responsibilities of Leeds Conservatoire, Leeds Conservatoire Students' Union and each student. All students should ensure that they are aware of all documents published by Leeds Conservatoire (and for validated HE programmes, the University of Hull) and Leeds Conservatoire Students' Union which relate in any way to being a registered student and/or a member of the Students' Union. This includes all regulations, policies, procedures, protocols and guidelines issued by Leeds Conservatoire and/or Leeds Conservatoire Students' Union from time to time.