

Student Charter

London South Bank University is a community of students, academics, apprentices and professionals, working together to develop learning and research, to realise our full potential and to better the world around us. To achieve this, we all have a responsibility to each other. The Student Charter explain this responsibility and sets out the level of service you can expect while you are studying with us, as well as the behaviour we expect from you.

The Student Charter covers the learner journey, the student voice, the university community, and the required student behaviour and applies to all students and apprentices who are registered with the LSBU, including as online or distance learners.



Your Learner Journey

Our Commitments

We will ensure you are taught by high quality academic staff who will be knowledgeable, motivating and will stretch you to achieve your full potential.

We will deliver programmes which are attractive and relevant to employers, stimulate innovation, enterprise, confidence and curiosity. We will work in partnership with you to achieve this.

We will design and conduct appropriate assessments which support your learning and development, which are fair, transparent, effective and accessible.

We will listen and respond positively to your feedback on academic and non-academic issues that affect your student experience and time with us.

Your Commitments

We want you to take responsibility for your own learning, pursue your studies with a positive commitment, fully utilise the learning resources available to you, and actively participate in any required learning activities and assessments for your programme.

We want you to have a professional approach aligned with our Student Professional Standards, with a clear understanding of the values and behaviours we require in our university community.

To achieve your best results, we expect you to attend and check in to all scheduled events, whether on campus or delivered remotely (in the virtual learning environment).

We want you to arrive well-prepared for participating fully in class, while seeking advice if you are having difficulties. We want you to engage positively with your academic studies, the broader curriculum, your fellow students (regardless of background and culture) and with other opportunities that support your academic, professional and personal growth.

We want you to use assessments as a tool for learning and reflection. You will need to adhere to the University's regulations and procedures.

We want you to engage positively with the feedback you receive and to routinely engage in evaluations of learning, assessment, services and your student experience.



Your Student Voice

Our Commitments

We value student representation as one of the key routes to enhancing the quality of your student experience. We are committed to working in partnership with South Bank Students' Union to enable student-focused and effective forums through which students' ideas and aspirations on your student experience can be explored and addressed.

We will maintain an accessible, reasonable and straightforward complaints system. We will take your concerns seriously, responding appropriately and within good time. Whenever possible, we will seek to informally resolve any difficulty at the point of origin.

Your Commitments

Shaping our community - we want you to engage positively with the democratic forums and processes provided for all students to contribute to discussions and decisions on their experiences and the support provided.

We want you to consider becoming a representative at programme, School and senior level, and to engage with student representatives, so that they can articulate your views.

We want you to let us know if a problem may be developing, so that we can informally resolve any difficulty in the first instance and support you appropriately. We also want positive feedback where things are working well, so that we know to continue.



Our University Community

Our Commitments

We are committed to ensuring the university is an open, supportive and inclusive community, in which bullying, harassment, hate incidents or prejudice of any kind, will not be tolerated or permitted.

We will provide an excellent and comparable academic experience for all our students and will offer support services that are easily accessible, and which recognise the diversity of needs within our student community.

We will provide spaces and facilities to encourage extra-curricular social and sports activities with other students, promoting a sense of community and belonging. Our physical and virtual environments will be modern, appropriate and support your learning.

We actively welcome students from a wide variety of backgrounds, cultures and countries, promoting inclusion through flexible entry, exit and transition points. We will use technology to support individuals' needs.

We will offer you an education which looks beyond the immediate goals of a qualification and a job, and prepares you for careers and lives as both rounded citizens and independent, critical thinkers.

Your Commitments

We want you to be proud of your university, building a community where everyone feels valued and respected.

We want you to be responsible and professional, proactive in seeking help and information. It is important that you become familiar with your programme handbook, University regulations and procedures.

We expect you to uphold the highest standards of behaviour and personal responsibility, mindful of the impacts your behaviours may have on others.

We want you to respect and value differences, contributing positively to the learning of others and to recognise diversity and internationalisation as opportunities for growth.

We want you to enjoy your time at LSBU by making the most of extra-curricular opportunities, including participation in South Bank Students' Union clubs and societies, with an awareness of how such activity supports your personal development and future employability.

At LSBU, we expect all members of the University community to help create and maintain an open, supportive and inclusive environment.

Student Behaviour

At LSBU we expect all members of the University community to help create and maintain an open, supportive and inclusive environment. As a member of that community, you must adhere to all our internal rules and regulations.

By registering as a student of LSBU, you are formally agreeing not to engage in the following type of behaviours, recognising that action may be taken against you if you do. These behaviours will not be tolerated in learning environments (both on campus and online), within our premises or within the wider community.

Using language, orally or in writing (including university or private emails, texts and postings on social media, Moodle and other websites), which is generally considered as having the potential to be offensive to others. This includes any offensive language of a racist, sexist or sexual nature as well any offensive language regarding any individual's religion and beliefs.

Bullying, harassment and hate incidents of any form (e.g. racism or gender based violence) including via social media, text messages, email and in person. Disrupting others' learning and engagement.

Using your mobile devices in class for purposes unrelated to module content you are currently being taught.

Being present on campus whilst under the influence of alcohol, drugs or other substances, where this adversely affects your behaviour.

Violent, aggressive and/or indecent behaviour which has the potential to cause mental or physical harm to any individual or damage to university resources.

Behaviour likely to cause injury or impair the health and safety of yourself and/or others. This may include leaving children unsupervised on university premises without a suitable adult.

Misuse or unauthorised use of university resources (premises, equipment, etc).

Misuse or unauthorised use and/or theft of items of university property or property of any member of the University community.

Breaching any LSBU rules and regulations carries the potential repercussions as outlined in the said rules and regulations.

