

# STUDENT CHARTER

Central to our values at Sports Therapy UK is a strong partnership between our students and staff. Accordingly, we have produced a Student Charter to convey the standards we aspire to, and expect our students to adhere to, in order to help forge a more rewarding relationship.

## FROM US YOU CAN EXPECT:

1. All our staff to be welcoming, courteous and supportive at all times.
2. To be taught by people who are both experienced practitioners and accomplished tutors in their disciplines and who are actively supported to consistently deliver and develop high quality teaching.
3. To receive clear information, guidance and feedback through all aspects of training and assessment.
4. Encouragement to help you develop academically and personally throughout your training
5. Learning, teaching and assessment activities to be informed by professional standards and research.
6. To work in an inspiring, stimulating and challenging learning environment with support and flexible learning opportunities.
7. To experience a variety of effective approaches to learning, teaching and assessment.
8. An assessment system which is fair, transparent and based on academic merit.
9. The opportunity to receive regular support and guidance from academic tutors.
10. Access to a range of learning resources, facilities and equipment appropriate to your course.
11. Encouragement and support to help facilitate your engagement in activities that will enhance employability and personal development.
12. Provide regular communication to help keep you informed of all academic and other activities supported by Sports therapy UK.
13. Open access to all policy and other procedural documents.
14. The promotion of the spirit and ethics of sport

## To underpin the above we will:

1. Normally, return phone calls from our main office within two working days.
2. Aim to return emails from our main office within two working days.

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3. Aim to respond to academic enquiries within five working days whether received by emails, phone or text message.
4. Concentrate our responses to all communications, within normal office hours
5. All exam and assessment results will be made available in writing on the same day within 8 weeks of the exam/assessment date. Provide feedback on completed coursework submitted for marking within 8 weeks of receipt
6. Not 'pre-mark' any assignments, although guidance may be offered on sample submissions
7. Treat all individual communications with students in confidence and with due respect
8. Not divulge any personal information, or contact details to any other party without consent of the individual first.
9. Seek to communicate by email and phone during normal office hours, where possible.
10. Aim to respond to texts and mobile calls (but ask you to restrict these to normal office hours).

## WE EXPECT OUR STUDENTS TO:

1. Pursue all academic and practical studies in a professional, ethical and responsible manner.
2. Treat staff and all course participants equally, with respect, honesty, care and consideration.
3. Uphold the highest professional standards when representing yourself and Sports Therapy UK at all times.
4. Adhere to all standards of punctuality, safety, hygiene and confidentiality.
5. Have a responsible and professional approach to managing your studies, meeting deadlines, conducting appropriate checks on your work and ensure work is handed in on time.
6. Actively participate in all learning activities and cooperate with others to foster and encourage improved teaching and learning for all
7. Aim to pass first time by planning workloads, preparing fully, meeting coursework deadlines and attending examinations on time
8. Seek to participate in programmes outside the course, such as volunteering, sporting and community activities.
9. Inform Sports Therapy UK with as much notice as possible of any potential absence from the practical training.
10. Make prompt payment of all fees due to Sports Therapy UK on agreed dates.