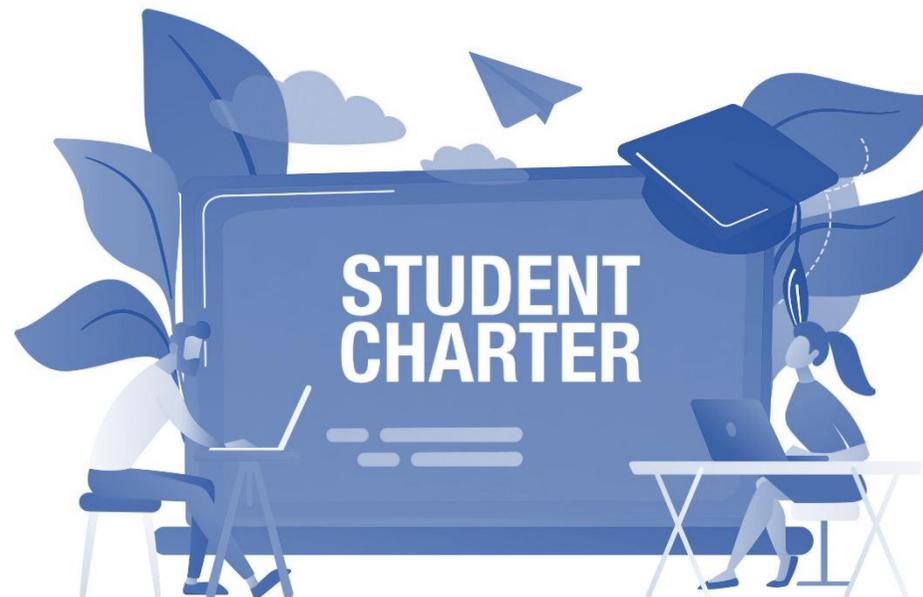


6/26/2025



Caspian School of Academics Student Charter 2025 - 26



Mandy Hobart

Teaching and learning

CSA aims to provide a high quality **Learning and Teaching** environment which supports students to achieve nationally and internationally recognised qualifications validated and accredited by UK awarding bodies. The qualifications and courses of study provided are run to meet the needs of students, employers and/or higher education progression requirements. Students are supported with information as to the content and assessment strategies of courses, and are provided with advice, feedback and guidance to encourage improvement, achievement and success.

Students can expect the following:

- Courses of study that are appropriate to their needs and expectations;
- Assessment of their individual learning needs, if required, and additional support with study and language skills;
- Teaching to be delivered and managed by qualified, experienced and committed lecturers, tutors and support staff;
- Classes to start and end on time and students to be informed about any unavoidable changes;
- Lecturers to be actively involved in supporting student learning through a variety of teaching and assessment methods;
- Sufficient range of online and hardcopy literature sources;
- Assignments and assessments that are set at a pre-notified time and returned with helpful comments within an agreed timescale;
- Assessments to be fair and consistent and understood by staff and students;
- To have access to and knowledge of the academic appeals procedure;
- To have regular reviews and feedback on individual progress;
- To be advised on finding a suitable work placement if that is a stipulation of the programme.



The CSA student experience is a partnership between the student and the School. CSA has certain expectations of students including to:

- ☑ Take responsibility for their own learning,
- ☑ Attend classes, workshops, seminars and tutorials regularly and punctually and wear their ID at all times,
- ☑ Treat everyone with respect and curtesy,
- ☑ Complete assignments and other course work on time,
- ☑ Submit work that complies with good academic practices,
- ☑ Report absence by 09.30 with an explanation.

As part of the support provided, each student will have access to tutorials and an Individual Learning Plan and, as appropriate, learning support. This will include students being given:

- ✚ Information on programme learning aims and delivery;
- ✚ Access to extra support or referral to learning support tutors and other specialist services for any additional support needs;
- ✚ Help to identify effective study strategies;
- ✚ Support and advice on alternatives if a programme of study is no longer appropriate;
- ✚ Information on opportunities to take part in social, cultural and course related activities.

Information, Advice and Guidance

CSA aims to provide appropriate information, advice and guidance on academic and pastoral matters through tutors, academic and support staff or referral to external agencies and services. This may include:

- Careers education and guidance and job fairs
- Personal counselling where appropriate or referral to a counsellor
- Finance guidance on fees and accessing student loans.
- Health and welfare services guidance and advice on services.

In order to access help, students must let their tutor, programme manager or other member of staff know if they have a problem that affects their learning, or if they need advice or counselling. Staff can provide help with a variety of concerns or signpost students to sources of professional advice.

The Student Voice

CSA provides **opportunities** for students to comment on their courses and the services offered by the School. Dialogue with, and response to student views, is central to the management of the quality and enhancement of student learning. CSA aims to respond quickly to any problems and to communicate to students the actions taken. Students' views and opinions are collected through:

- ☑ Surveys which ask for student feedback on their learning experiences
- ☑ Participation in course meetings or making views known to student representatives
- ☑ Participation in student meetings including the Student Council
- ☑ Accessing the School complaints procedure, which will include clear information on how to raise a concern
- ☑ Participate in preparation of external visits from awarding body staff and examiners.



Dealing with problems

If, for whatever reason, a student is unhappy with any aspect of the service(s) they experience at CSA, the School will do everything possible to resolve the complaint.

CSA has a formal complaints procedure, which students may use to bring a problem to the attention of tutors, support staff and the senior management. However, in the first instance students are encouraged to talk to their tutor, Course Manager or Programme Coordinator so that problems can be resolved

quickly and informally. Where problems are not resolved informally, then the formal aspect of the complaints procedure should be followed. The School will acknowledge and provide an initial response to individual complaints within five working days of its receipt. The School will then aim to conclude investigations within 14 working days. The Complaints Procedure and Forms are available online or from Student Services.

Where a complaint is not resolved by the Complaints Procedure, students have the right, in the case of academic disputes, to appeal to the appropriate partner institution. Students also have the right of Appeal including to the Office of the Independent Adjudicator as set out in the Complaints Policy and Procedure.

On completion of studies

When reaching the end of a course of study, students are offered information and advice to help them with their next steps. This includes information as to progression options for further studies, and advice on career and employment through workshops. Support available includes:

- ▶ Full information on progression routes and qualifications
- ▶ Information on employment careers and progression
- ▶ Support with drafting CVs, letters and interview preparation
- ▶ A reference in support of applications for further programmes of study or employment
- ▶ A School reference where appropriate
- ▶ Alumni membership and continued information and support.

We hope you enjoy your time with us and we look forward to celebrating your success.

