



# City Lit Student Charter

**We work together with our students.**

As a City Lit student, you are part of our community. Together, we can make the college a safe and happy place to learn.

This document explains how everyone can help.

# We value everyone

## We will all:

- Make staff and students feel welcome and included.
- Respect everyone.
- Value each other with all our differences.
- Take care of ourselves and other people.
- Follow City Lit's rules. Go to the City Lit Help Centre on the website for more info.
- Say no to bad behaviour, like racism or bullying.
- Report any bad behaviour, like racism or bullying, if we see it.



Students can tell their tutor or email [feedbackandcomplaints@citylit.ac.uk](mailto:feedbackandcomplaints@citylit.ac.uk).

City Lit always looks at your emails and works to stop bad behaviour.

# We focus on our your learning

## Before the start of your course at City Lit:

### We will:

- Help you choose the right course for you.
- Tell you what you will learn and how the teacher will work with you.
- Think about your needs and your way of working if you have a disability or learning difference.



Plain English version



### We ask you to:

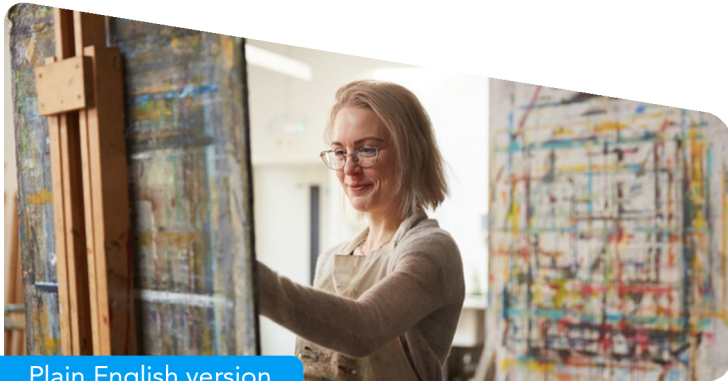
- Use the information City Lit gives you about our courses or services. Please ask us if you need help with this.
- Read the course outline so you know what you will learn and how the teacher will work with you.
- Tell us before your course starts if you have a disability or learning difference. This helps us to plan support for you.

# We focus on our students' learning

## During your course at City Lit:

### We will:

- Give you great teaching, support, advice and help.
- Offer you a great place to learn and study.
- Tell you how you are doing and what you can do better.
- Help you think about next steps after the course.
- Offer you the chance to see exhibitions, concerts, performances and events.



Plain English version



### We ask you to:

- Go to all your classes and arrive on time. Tell your tutor or department if you can't come to class.
- Join in with the class. Keep your camera on if your class is online.
- Be responsible for your own learning and do your work on time.
- Don't copy from other people or publications and use references correctly in your work. Ask your tutor if you need help with this.

# We are professional and respectful.

## While you are a student at City Lit:

### We will:

- Respect you.
- Offer you polite and professional customer service.
- Give you correct information about courses, college facilities, fees, and support.
- Give you ways to tell us what you think about being a student at City Lit.
- Listen carefully to what you think and try to do better. We will also tell you about changes we make.
- Take care of your personal information and follow data protection law.

This Student Charter does not include all the services that the college offers.

You can find all college rules on the [City Lit Help Centre](#).

### We ask you to:

- Respect college staff and other students.
- Respect that other people need to learn, teach, and work.
- Use the City Lit email [feedbackandcomplaints@citylit.ac.uk](mailto:feedbackandcomplaints@citylit.ac.uk) to tell us what you think. You can also tell your tutor.
- Please don't use phones or take photos and videos in class, unless your tutor tells you it is ok.
- Please don't smoke in college: no cigarettes, e-cigarettes or vapes.
- Please don't use alcohol or drugs before or during class.
- Respect the privacy, property, equipment, and software of the college, the staff, and other students.
- Follow our health & safety information and keep yourself and others safe.