



City Lit Student Charter

City Lit and our students work together as partners.

As a City Lit student, you are part of our community.

Together, we can create a safe, inclusive, and enjoyable learning environment for everyone.

This Charter explains what members of our college community should expect from each other.

We value everyone

Together, we will:

- Create an environment where a sense of belonging is key — one where staff and students feel accepted, valued, and connected.
- Treat each other fairly and respectfully, no matter who you are.
- Welcome and value everyone's differences in experience, identity, culture, opinion, needs, and appearance.
- Take personal responsibility for the safety and wellbeing of ourselves and others.
- Follow City Lit's policies and procedures, such as Student Conduct, Safeguarding & Prevent, Feedback & Complaints, and Equity, Diversity & Inclusion.
- Have a zero-tolerance approach to all forms of discrimination, harassment, and bullying.
- Stand against intimidation, harassment, bullying, or discrimination — including victimisation and racism — and report this if we experience or witness it.



Students can report any concerns to their tutor, the relevant department, the Duty Manager, the Safeguarding Team, or by emailing us at feedbackandcomplaints@citvlit.ac.uk.

City Lit always investigates your reports and works proactively to stop such behaviour.

We focus on our students' learning

Before the start of your course at City Lit:

We will:

- Help you choose courses that match your interests and goals.
- Share a clear course outline to explain what you will learn and how you will be taught.
- Assess any reasonable adjustments you may need due to a disability or learning difference.



We ask you to:

- Make the most of the information City Lit gives you about our courses or services. Please ask if the information is hard to understand or you need to know more.
- Use the course outline to understand what you will learn on your course and how it will be taught.
- Let us know before your course starts if you have a disability or learning difference that requires City Lit to make any reasonable adjustments. This means we can put the right support in place for you.

We focus on our students' learning

During your course at City Lit:

We will:

- Provide you with high standards of teaching, support, advice, and guidance.
- Provide the necessary facilities to maximise your learning experience.
- Give you feedback on your learning progress.
- Guide you on your future options after the course, so that you can reach your goals.
- Provide opportunities for your personal development outside your course , e.g. exhibitions, concerts, performances, and events.



We ask you to:

- Attend all classes and arrive on time. Inform your tutor or department if you know you will be absent.
- Participate in class activities and keep your camera on during online classes, unless this is not possible.
- Take responsibility for your own learning and meet any course deadlines.
- Avoid plagiarism by using references correctly when submitting coursework.

We show professionalism and respect

Throughout your learning journey with City Lit:

We will:

- Treat you with respect.
- Offer you polite and professional customer service.
- Give you accurate information about courses, college facilities, fees, and support available to you.
- Provide different ways for you to share feedback about your student experience at City Lit.
- Take your feedback seriously and use it to improve. We will also let you know what actions we have taken as a result of your feedback.
- Handle your personal information responsibly, in line with data protection laws.

This Student Charter does not include all the services that the College offers. This is not a legal contract on the part of the College or students.

All relevant policies and procedures are available in full on the [City Lit Help Centre](#).

We ask you to:

- Be respectful towards college staff and other students.
- Respect the needs of others to learn, teach, and work.
- Use City Lit channels to share your feedback or complaints.
- Avoid using mobile phones, taking photos, or recording videos in class, unless this is agreed with the tutor.
- Respect our “no smoking” rule, including the use of e-cigarettes.
- Refrain from consuming alcohol or drugs before and during classes.
- Respect the privacy, property, equipment, and software of the college, its staff, and fellow students.
- Follow our health & safety procedures and avoid putting yourself or others at risk.