

Student Charter

This charter is a partnership document developed and reviewed by Walbrook and its students, establishing individual rights and responsibilities to help all students and staff work together. It aims to clarify the mechanisms that exist for ensuring all students are well supported whilst outlining the expectations and obligations that students and staff have to each other. The charter should be viewed alongside the General and Academic Regulations for Students and the Code of Practice for Quality Assurance.

This document is jointly reviewed by students and Walbrook on an annual basis and is approved by the Learning, Teaching and Quality Committee and the Academic Board.

Reference document:

[General and Academic Regulations for Students](#)

Recruitment and induction

As Walbrook, we undertake to provide

- clear information regarding the application process, entry criteria, course content, and mode of study
- accurate information on course fees, payment options, and deadlines
- access to our admissions and recruitment teams, and / or our support teams, and for them to be available and provide information by telephone, email, or post
- a student induction in a manner appropriate to your mode of study
- access to information about your programme, learning, and teaching, student support and access to the various support routes available to you as appropriate to your course of study.

As a student, you undertake to

- comply at all times with, and as a condition of registration agree to be bound by, the General and Academic Regulations for Students as amended from time to time, and adhere to Walbrook policies and statements
- communicate information to Walbrook that might affect progress with your studies
- make prompt payment of charges to Walbrook
- attend induction, which may be on-campus or online, depending on your mode of delivery.

Learning, teaching and assessment

As Walbrook, we undertake to provide

- high standards of teaching, support, information, advice, and guidance, and to respond to advice of specific learning needs
- clearly defined access to learning materials and resources, which include a course Virtual Learning Environment
- comparable student learning opportunities, irrespective of where an Walbrook course is studied
- assessment results within defined timescales, supported by feedback that is developmental, reflective and will provide you with feed-forward opportunities

As a student, you undertake to

- obtain any necessary agreement, in advance, for essential absence, in keeping with Walbrook procedures. If you're unable to attend an on-campus class, you're expected to advise your lecturer and support teams of your absence
- take responsibility for managing your learning. This includes actively engaging in your course, ensuring you spend sufficient regular time in private study, and participating fully in group learning activities
- commit fully to the learning opportunities provided, including formative as well as summative assessment

<ul style="list-style-type: none"> • timely notification for changes to timetable, cancelled classes, and / or re-scheduling of content. 	<ul style="list-style-type: none"> • attend all classes for which you're registered, both on-campus and online, attend any required meetings with lecturers or your support teams' staff, and follow any instructions for completion of learning activities prior to each timetabled class • where submission deadlines are set, submit all assessed work by the stated deadlines, and attend all forms of examination at the stated time or take appropriate steps to notify Walbrook where this isn't possible • not use dishonest means when undertaking the course, including the completion of any assessment.
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Participation and representation

<p><i>As Walbrook, we undertake to provide</i></p> <ul style="list-style-type: none"> • access to activities, support, and guidance that will enhance your employability skills and personal development, appropriate to the level of study and nature of your programme • support for student participation in academic development and course management. Elected student representatives will sit on all relevant Walbrook deliberative committees. 	<p><i>As a student, you undertake to</i></p> <ul style="list-style-type: none"> • support student representatives by providing feedback that will lead to improvements in the quality of learning and teaching at Walbrook • be ambassadors for Walbrook and represent us in a manner that best promotes professionalism in society and the workplace • be proactive members of the learning community by getting involved in extracurricular activities.
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Support

<p><i>As Walbrook, we undertake to provide</i></p> <ul style="list-style-type: none"> • access to support pathways including academic and learning support, non-academic pastoral support, and confidential counselling, delivered in person and / or online (email, virtual) • a clear and confidential complaints and appeals procedure, readily available in instances where you may 	<p><i>As a student, you undertake to</i></p> <ul style="list-style-type: none"> • treat staff, your fellow students, and visitors to Walbrook respectfully, with dignity and fairness, and in keeping with sound equality and diversity principles • respect the physical and virtual environments of Walbrook and behave respectfully towards the local environment
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<p>be unhappy with the service you receive</p> <ul style="list-style-type: none">• a clear process for dealing with safeguarding and welfare concerns that may affect your ability to study• library services and support• a supportive environment that promotes opportunities for students to network with banking professionals via our mentoring schemes and professional networking events.	<ul style="list-style-type: none">• inform appropriate Walbrook staff about circumstances that may affect your ability to study.
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Reviewed September 2023