

LSHTM Student Charter



School mission

The mission of the London School of Hygiene & Tropical Medicine (LSHTM, or 'the School') is to contribute to the improvement of health worldwide. The School's programme of postgraduate taught courses and research degrees aims to provide education and training of the highest quality, that is excellent in both content and delivery. Our programmes are aimed at future leaders, practitioners, and researchers in public health and tropical medicine, both nationally and internationally.

About this Charter

This Student Charter summarises the standards of service which the School expects and aspires to offer students, and the standards of conduct which students should expect and aspire to follow. It is particularly aimed at new students – as we believe that you will benefit most from your study experience at the School by understanding what you can reasonably expect from us, and what in turn is expected of you. We hope that the relationship between the School and all our students will be one of partnership, allowing your studies to be conducted in the context of a supportive and knowledgeable learning community. We also expect all teaching staff to be familiar with the content of this Charter.

Values

Students and staff of LSHTM are expected to respect the School's key values, set out in the School's [strategy for 2012-17](#). Key values applicable to learning and teaching include:

- dedication to reducing inequalities in health and global disease burdens through education and research;
- excellence in education and research, achieved by attracting and retaining high calibre, committed and diverse staff and students;
- relationships based on mutual respect, honesty and openness;
- equal opportunities as described in the School's Equality and Diversity Strategy, including with respect to gender, race, sexuality, age, disability, religion, political affiliation, marital or parental status, and socio-economic background within and through all activities; and
- commitment to environmental sustainability.

Applicability of this Charter

This Charter is intended to apply to students registered for award-bearing LSHTM courses – such as Research Degrees, Masters Degrees, Diplomas and Certificates. It is also intended to be broadly applicable for students registered on shorter non-award-bearing courses or individual modules, although not all elements of the charter will be relevant to such students.

For collaborative programmes, the School will endeavour to work with any partner institutions to ensure that the standards of support they offer and the expectations they set are commensurate with those of the School itself. However, the provisions of partner institutions may take precedence over those which apply internally at LSHTM, particularly where the partner is responsible for admissions or assessment. Examples of collaborative programmes include those offered via distance learning with the University of London International Programmes, or offered jointly with other colleges of the University of London.

The Students' Representative Council operates under its own Constitution, and its operations are not specifically covered by this Charter.

At all times...

You can expect the School to:

- be courteous, fair and prompt in our dealings with you
- provide equality of treatment for all regardless of gender, age, race, ethnicity, disability, sexual orientation, religion or belief
- provide an educational experience that is of a consistently high standard and in line with good academic practice
- provide clear information concerning the level of academic support you will receive (whether via direct teaching, support from a tutor or supervisor, directed learning opportunities, or other modes)
- take all reasonable measures to support and provide services for students with disabilities or other special needs
- respect your right to confidentiality
- provide you with points of contact, throughout the duration of your studies, in case you have questions or need advice
- protect all the personal information you provide in line with the Data Protection Act
- deal with any formal complaints in line with the relevant Complaints Procedure

As a student, you are expected to:

- be courteous, fair and prompt in your dealings with the School and its staff
- be considerate and respectful to our diverse community of students
- be aware of and abide by the regulations, policies and procedures of the School, and any specific to your programme of study
- take responsibility for your own learning, pursue your studies with a positive commitment, do your best and aim high
- let us know if you have a specific access requirement or specific learning needs that we may be able to help with
- communicate with us as required by your programme and inform us of your subject choices
- apply, register, and pay any required fees according to published deadlines
- inform us if your contact details change
- comply with the relevant regulations detailing codes of conduct for students

When you enquire, apply or register...

You can expect the School to:

- provide up-to-date and accurate information and advice on the programmes we offer and how to apply
- provide clear information about any professional accreditation that is linked to specific programmes
- reply to all enquiries about our programmes and about your application and registration with timely, accurate and helpful responses
- enable you to submit an application without undue difficulty and keep you informed of its progress

As a student, you are expected to:

- make every effort to ensure that you have the information needed to make an informed choice of programme of study
- give us complete and accurate information on your application form and tell us about any personal circumstances (e.g. your health, specific access requirements or other special needs) which will help us to help you
- be honest throughout the application and registration process
- carefully read all pre-registration or registration-related material we may send

- consider your application in a fair and consistent manner, and in line with our admissions policies
- provide you with information on the registration process
- give clear and up-to-date information about tuition fees, fee assessment methods, any ancillary fees, and our procedures and deadlines for payment being made
- give general guidance, and pointers to further resources, about potential sources of funding; and about typical living costs if your studies will be based in London (however, the School cannot provide detailed financial advice)
- advise you how to become eligible for the programme of your choice
- issue a confirmation of your registered status
- provide introductory guidance materials, induction sessions or similar leading into the main commencement of your course

you or make available after offering you a place

- explore 'taster' materials and make use of induction activities if available for the programme of your choice
- understand and comply with any relevant UK immigration rules if your programme requires attendance in London

When you begin and during the course of your studies...

You can expect the School to:

- provide all necessary information about your programme, study requirements, timetable, options, and the regulations and procedures you must follow
- provide high quality programmes that meet UK expectations on degree standards
- provide a study programme that makes clear what and how you are expected to learn – e.g. via face-to-face teaching, or provision of distance learning study materials – and guides you towards completing this successfully
- provide a range of study opportunities and learning modes across programmes offered by the School
- provide you with learning support from staff (e.g. acting as tutors, supervisors, Module Organisers or Course Directors) in a manner appropriate to your mode of study
- provide you with access to appropriate

As a student, you are expected to:

- ensure that you read the information provided and seek clarification of anything you do not understand
- be guided by the number of study hours recommended
- be responsible for managing your time so that you submit work by the deadlines to avoid any penalties or delays to your progression
- organise any personal or employment commitments so as not to unduly affect your studies, e.g. in line with the School's guidance for full-time students taking on any part-time work
- participate fully in any required learning activities for your programme and meet any attendance and assessment requirements
- seek advice if you are unhappy with your programme or subject choices
- approach your tutor, supervisor, the Student Counsellor or other appropriate

learning resources and facilities, including IT and library resources, and making use of appropriate technology

- provide appropriate support and resources for personal development, including employability
- provide a safe and secure physical environment for students studying at School premises
- provide access to services relating to student health and welfare for students studying at School premises
- contact you if staff have any concerns about your ability to manage your studies and to support and advise you accordingly, referring you to more appropriate support within the School if suitable
- give you notice of any significant change to your programme, as soon as reasonably possible

member of staff if you have any particular issues affecting your ability to manage your studies

- take advantage of all learning resources available to you (which may require you to have access to your own further resources, such as a computer with internet access), and abide by any regulations or policies relating to them
- check regularly for any School correspondence sent to you by email
- be respectful of the physical environment when in attendance at School premises or those of any partner organizations
- pay due respect to health and safety, including conducting a risk assessment for any work away from School premises carried out as part of your studies
- consider ethics requirements, and implement them appropriately, in any research work carried out as part of your studies

When you are being assessed...

You can expect the School to:

- provide information on assessment tasks, methods and requirements – including how, when and where assessments will take place; how to enter for exams; relevant past examples of questions or tasks; and how your work will be marked
- make reasonable examination adjustments for students with specific access requirements which neither advantage nor disadvantage the candidates
- ensure that the method of assessment used is appropriate for the programme, tests appropriate learning outcomes, and complies with School policies
- ensure robust procedures are followed for the conduct of assessment and examinations
- ensure that your assessments are marked by suitable Examiners who have been appointed through a formal process
- ensure that your performance is properly evaluated against appropriate marking

As a student, you are expected to:

- be familiar with, and comply with the regulations and requirements governing the assessment of your programme
- inform us of any specific access requirement or special need for which we need to try and make adjustments or allowances
- ensure that you are correctly registered for any assessments or examinations you intend to undertake
- be aware of relevant submission dates, prepare submissions carefully and hand in your work on time and according to the methods advised
- know the dates, times and location of any exams, revise carefully and arrive in plenty of time
- follow the code of conduct and all instructions relating to examinations or assessments (such as to avoid any disturbance of other students), including any instructions that may be specific to your particular course, task or location

criteria and in line with the School's assessment policies

- provide feedback on your academic progress (particularly as evidenced in coursework assignments) so as to aid your overall learning and academic performance
- provide you with information on assessment regulations and good academic practice for completing assessments, as well as information on inappropriate practice that may constitute an assessment offence (e.g. plagiarism or cheating) and the consequences of such offences
- use plagiarism detection software at our discretion
- communicate provisional assessment results at appropriate points, with final results to be communicated through appropriate channels after the final meeting of the Board of Examiners

- follow guidance from the School and any from your specific programme regarding good academic practice, writing, referencing and how to avoid plagiarism
- show a commitment to academic honesty by ensuring that the work you submit is your own and that you acknowledge any use you make of the work of others

When you graduate...

You can expect the School to:

- present you with a University of London award which is of international reputation and whose academic standards have been assured through the School's quality assurance mechanisms as well as those of any partner institutions
- ensure broad equivalence of threshold standards across all awards offered by the School which are at the same level, irrespective of their mode of delivery
- where relevant, send you a final Degree, Diploma or Certificate (with a 'Diploma Supplement', including transcript of grades) within six months of the final Exam Board meeting which confirms successful completion of your award
- invite you to a graduation ceremony
- enable you to continue your association with the School after you leave by offering you membership of and the opportunity to participate in the Alumni Association
- keep records of your award and key component grades indefinitely, and inform third parties of your examination

As a former student, you will be:

- expected to accurately represent any award you have received from the School
- invited to maintain your association with the School after you graduate through participation in the Alumni Association

results upon your request and authorisation

- provide third parties with an Academic Conduct Report upon your request and authorisation
- observe good practice in providing references, e.g. for employers

Respecting your views...

You can expect the School to:

- recognise a Students' Representative Council, fulfilling the role of a student union representing the student body, and work with them in support of appropriate activities
- provide for student membership in our committee structure
- facilitate two-way communication between staff and students or student representatives
- be transparent about our decision and policy making by publishing minutes and papers from School-level committee meetings on our website
- give you regular and specific opportunities to provide feedback on the quality of our programmes and support services during the course of your studies
- provide you with information on the actions taken in response to the feedback we receive from student experience surveys or via other channels

As a student, you are expected to:

- consider engaging with the activities of the Students' Representative Council
- consider opportunities to join our committees as a student member
- engage appropriately with our student feedback mechanisms
- behave in a constructive and considerate way when expressing your opinions

If you have concerns or difficulties...

You can expect the School to:

- provide access to advice and information on our procedures should you wish to complain or if you have a problem (this includes any matters such as harassment or grievances)
- treat complaints seriously and fairly, and respect confidentiality at all times
- make sure that, if you complain using the official procedures, you will not be discriminated against because you have complained
- monitor the number of complaints and

As a student, you are expected to:

- try to resolve any problems informally, e.g. through speaking to relevant staff such as your Course Director, tutor, supervisor or Course Administrator – and if this is not possible, to let us know before such problems develop into greater difficulties
- not make any malicious or vexatious complaints or allegations
- be fair and reasonable if you are involved in any formal procedures of the School or the University of London
- follow the procedures closely, and

appeals we receive and their outcomes

provide relevant key facts and supporting evidence, within the specified timescales

Legal disclaimer

This Student Charter is not to be considered a legally binding contract and is not intended either to define or limit the legal rights and responsibilities of LSHTM, the Students' Representative Council, or individual students. All students should ensure that they are aware of all documents published by LSHTM and the Students' Representative Council which relate in any way to being a registered student and/or a member of the SRC, including all regulations, policies, procedures, guidelines, registration agreements and course-specific documentation.

Communication and dissemination of this charter

This [Student Charter](#) is published on the School website. It is drawn to the attention of students via appropriate means – for example, mentioning and linking to it in pre-admission information such as 'offer letters', and mentioning it in School and course induction sessions and materials. The Charter can be provided in other formats if required.

Staff are also be made aware of the Charter, for example through induction sessions. Key staff such as Course Directors will be made aware as and when any relevant revisions are made.

Approval of and revisions to this charter

The Student Charter is reviewed annually by the Dean of Studies, or his/her nominated representative(s), in consultation with the Students' Representative Council Executive Committee or their nominated representative(s).

Any substantive revisions should be considered by the Learning & Teaching Committee on behalf of the Senate, with specific input sought from the Research Degrees Committee on any aspects involving research degrees. This should be done in approximately May each year, to come into effect in the next academic year starting from September.

Revisions to the Charter should be jointly approved by the Dean of Studies (on behalf of the Director) and the Chair of the Students' Representative Council (or their nominee).

Queries

Students or staff with queries on any aspect of the Student Charter are invited to contact the Registry via registry@lshtm.ac.uk

A set of web links to useful documents, including the detailed regulations, policies and procedures that underlie this Charter, are given overleaf.

This edition of the Charter has been approved by:

Sharon Huttly, Dean of Studies (on behalf of the Director); and

Ajibola Omokanye, Chair of the Students' Representative Council 2012-13

on **01 May 2013**.

Useful web-links

LSHTM website	www.lshtm.ac.uk <ul style="list-style-type: none">• also see LSHTM Vision, Mission and Strategy
LSHTM Students' Representative Council web-pages	www.lshtm.ac.uk/src <ul style="list-style-type: none">• also see SRC Constitution [<i>intranet link</i>]
LSHTM prospectus	www.lshtm.ac.uk/study <p>includes information about and for:</p> <ul style="list-style-type: none">• all LSHTM courses• how to apply, and admissions policies• international students, including immigration, visa and English language requirements• tuition fees, funding information & scholarships• living costs and information on living in London• support and services at LSHTM
Programme specifications	www.lshtm.ac.uk/edu/qualityassurance/programmespecifications.html <ul style="list-style-type: none">• For award-bearing courses – supplementary to prospectus pages.
Information for London-based students	www.lshtm.ac.uk/study/currentstudents <ul style="list-style-type: none">• includes links to student regulations
Resources for London-based taught students	www.lshtm.ac.uk/edu/taughtcourses <ul style="list-style-type: none">• includes links to key handbooks, regulations and policies, student forms, extensive further student resources, etc.
Resources for London-based research degree students	www.lshtm.ac.uk/study/currentstudents/researchdegreestudents <ul style="list-style-type: none">• includes links to guidance and handbooks, information and forms, etc.
Bloomsbury learning environment (Moodle VLE)	ble.lshtm.ac.uk <ul style="list-style-type: none">• virtual learning environment for LSHTM students and courses.
LSHTM Library & Archives Service	www.lshtm.ac.uk/library
Quality and standards of LSHTM courses	www.lshtm.ac.uk/edu/qualityassurance
LSHTM Alumni Association	www.lshtm.ac.uk/alumni
University of London International Programmes	www.londoninternational.ac.uk <ul style="list-style-type: none">• for distance learners
University of London	www.london.ac.uk
University of London Union	www.ulucou.ac.uk
UK Council for International Student Affairs	www.ukcisa.org.uk <ul style="list-style-type: none">• Organisation providing support and resources for international students
Office of the Independent Adjudicator for Higher Education	www.oiahe.org.uk <ul style="list-style-type: none">• Independent ombudsman to which any serious student complaints may be referred if School procedures have been unable to resolve them
