

Student Charter

Point Blank Music School believes our students have a right to an educational experience which is supportive, dialogic, stretching and enjoyable. We want to work with our students in the ongoing development of a learning community shaped and informed by mutual trust, respect. This initial document has been developed based on Middlesex University's student charter and will be reviewed annually by members of the school staff.

Point Blank Music School undertakes to:

- Require all its employees to treat students and colleagues equally and respectfully.
- Provide and maintain a respectful, controlled and safe learning environment which recognises the benefits of diversity and provides a forum for discussion, exchange and celebration.
- Support a dialogue between academic staff and students to stimulate and facilitate learning.
- Communicate clearly and regularly throughout the full range of student support, including academic support, and ensure this is then easily accessible.
- Provide and explain a programme handbook which details assessment criteria, contact hours, mode of delivery of course, assessment arrangements and regulations, academic guidance and support, appeals and complaints procedures.
- Provide clear and timely deadlines and timeframes for useful feedback on submitted work.
- Clearly communicate up-to-date timetable changes and class cancellations.
- Support a dialogic relationship with the student body through a mutually valued system of student representation, so supporting student participation within the structures and processes of the University.
- Encourage all students in their personal development to enhance employability.

Students undertake to:

- Be respectful to the student and staff community, with particular regard to communication.
- Be proactive in managing their learning, attending all scheduled learning and support events, and reporting necessary absence or illness, as appropriate within the school.
- Read programme documentation and engage in dialogue with the school to ensure they understand their programme's expectations and regulations.
- Maintain awareness of all activities by checking and reading Point Blank communications via email and online communication tools.
- Contribute to the learning environment by completing all preparation work and actively engaging in all aspects of their programme.
- Take responsibility for their own learning by submitting assessed work promptly and in the format and mode required by the assessment guidelines.
- Take responsibility for the process of learning by engaging fully with all forms of academic feedback.