



STUDENT CHARTER 2023/24

The Royal Academy of Music moves music forward by inspiring successive generations of musicians to connect, collaborate and create.

Charity number 310007

Company registration number RC000438

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**UNIVERSITY
OF LONDON**

STUDENT CHARTER 2023/24

The Academy's Student Charter sets out the expectations and aspirations of both students and staff at the Royal Academy of Music. We are proud of our clear, friendly and professional lines of communication between all parties and we believe that this generates the environment for a profitable studentship and the necessary support to help you fulfil your potential.

LEARNING, TEACHING AND ASSESSMENT

The Academy will:	All students have a responsibility to:
Provide high-level performance training and opportunities at the Academy to prepare you for the reality of the professional life	Pursue your studies with diligence, honesty and professionalism, while making the most of your programme of study
Provide access to up to date information about learning, teaching and assessment on your programme of study through a set of relevant publications Provide clear and accurate information on the Academy's academic regulations and disciplinary procedures, including academic appeals and student complaints	Familiarise yourselves with the relevant information and documentation provided by the Academy on SharePoint, Blackboard and the Academy website
Provide each of you with a Programme Tutor/Head of Year for academic and pastoral welfare	Contact your Programme Tutor/Head of Year if something is giving you cause for concern in terms of your studies, your personal life or any other aspect of your student experience
Provide information and assistance to aid your studies at the Academy if you notify us of a disability	You are encouraged to disclose any disability or specific requirements at the earliest opportunity to ensure that appropriate support is made available to you
Ensure that your work is assessed fairly against clear, published marking criteria and give useful feedback on your work in a reasonable timeframe	Observe all deadlines including the submission of assessed work and attending all scheduled examinations
Provide the opportunity for you to offer feedback on programmes of study	Provide feedback on your experience at the Academy, your programme of study and your department via the annual feedback
Ensure you are made aware of any changes to programmes of study immediately, and consult the student body when making changes	

FACILITIES AND SERVICES

The Academy will:	All students have a responsibility to:
Provide access to first-class learning resources to support your studies, including excellent practice facilities	Make use of the facilities provided by the Academy with care and consideration for equipment and other users; and comply with any regulations concerning their use and with any relevant health and safety requirements
Provide access to recording facilities and staff recording expertise	Familiarise yourselves with the Academy's Copyright and Intellectual Property policies and procedures
Provide efficient service departments to support you in your studies	Observe all deadlines relating to your studentship, including enrolment forms, examination forms and elective choices
Provide daytime access to wellbeing, counselling and student support services including English Language support	

COMMUNITY

The Academy will:	All students have a responsibility to:
Ensure you are treated equally and respectfully, regardless of gender, religion, community background, nationality, race/ethnicity, disability, marital status, sexual orientation or age, in accordance with the Academy's Equality, Diversity and Inclusion Scheme	Treat all those who study and work at the Academy with equality and respect
Ensure the student voice is heard on any academic or non-academic issues via student representation on committees, the Student-Staff Liaison Committee and via the Programme Tutor/Head of Year system	Make use of the student representative system as a means to feed back to the Academy
Support the Students' Union in fulfilling its obligations to you in terms of offering support and impartial advice and representing the interest of Academy students	Participate in processes to nominate or elect members of the Student Union and other representatives
Provide you with transparent information on tuition and other associated fees; and advice on student loans or other student funding areas via the Tutor/Head of Year system, Registry and Finance Departments	Pay all fees and charges due when required

Ensure data and other information collected during your studies is done so in accordance with the principles of the General Data Protection Regulation	Monitor your @ram email account daily and update the Registry immediately with any changes to your contact details
Provide opportunities for casual work such as stewarding Academy concerts, internal bar work, internal museum work and more	

By supporting this charter, you are hereby agreeing to the principles set out in the CUKSN (Conservatoires UK Student Network) Respect Policy.

CUKSN RESPECT POLICY

As a member of Conservatoires UK, we celebrate the opportunity for our students and staff to work and learn in an environment of openness and mutual respect, free from sexual misconduct, bullying, harassment and discrimination of any kind.

- We encourage the giving and receiving of constructive feedback to promote self-development and the achievement of shared goals
- We promote equality, diversity and inclusivity as part of our core values and hold them at the forefront of all of our institutional decision-making
- We are committed to providing support and taking appropriate action for any individuals who feel they have been affected by sexual misconduct, bullying, harassment or discrimination

Should you feel that you have been subject to any harassment or discrimination of any kind, please contact our Student Services department or the SU. You can also find our complaints procedure in the Student Information Hub on Blackboard.

By signing up to this, we are committed to ensuring that Royal Academy of Music will be an open and respectful space in which anyone can work, learn and evolve.

We are here to listen; we are here to help.

RELEVANT DOCUMENTATION

Below are documents which you are expected to familiarise yourselves with. These documents can be found on Blackboard, SharePoint, or via the external website.

Student Support Information

Programme Handbooks

Department Handbooks

Regulations

Examination Procedures

Learning and Teaching Strategy

Assessment Strategy

Equality, Diversity and Inclusion Scheme

Social Media Guidance

Support for Students Experiencing Harassment, Victimisation or Bullying

This Charter was first approved by the Academic Board at its meeting on Monday 21 February 2011 and has been updated for the Academic Year 2023/24. Should you have any queries about this Charter, please contact the Registrar and Director of Student Operations, Catherine Jury, at c.jury@ram.ac.uk, or the Students' Union President, Tiffany Qiu, at ramsu@ram.ac.uk.



Tiffany Qiu, SU President



Jonathan Freeman-Attwood, Principal