



TYPE: Student Charter	
SUBJECT: Student Charter for Learning Works Students	REFERENCE: SC01
DATE: 1 st October, 2020	
LAST REVIEWED:	
APPROVED BY: Board of Directors	
<p>This Students' Charter is intended to outline the core rights and responsibilities of all students attending a course of studies at Learning Works. It aims to guide students towards behaviours and practices that will not only ensure their own success during the time spent at Learning Works and beyond, but also contribute to the safety, happiness and strength of the whole educational institutional community.</p>	
REGISTRATION WITH US	
<p>When you register with us, we offer you a consistent and transparent procedure based on criteria formulated and presented to the Maltese National Commission for Further and Higher Education (NCFHE) during the programme accreditation process.</p>	
<p>To ensure honesty in the eligibility process we publish all programme requirements on a public domain and expect you to respect the programme criteria when register for a course of studies.</p>	
REFUND	
<p>Upon enrolling in a course offered by Learning Works, you are entering a legal agreement in which you agree to abide by the conditions of enrolment (including meeting stated</p>	

payments), in exchange for the service offered by the institution in the delivery of the course.

However, should you wish to cancel or change your enrolment, as a measure of goodwill, we will be able to allow specific changes under certain circumstances and which might involve an administration fee.

ASSESSMENT

We promote assessment methods that are both formative and summative in nature.

Since your work is highly valued at Learning Works, we consider assessment as an integral part of your learning process and we set-up an internal quality assurance processes to ensure fairness and good quality.

SUPPORT

While you are with us, we will provide you with the support required to sustain your learning development during your course of study.

We adopted a student-centred approach respecting the needs of a diverse student population. Our planning, programme delivery and evaluation stages of your learning cycle reflects this approach.

We have several services in place to support and offer career guidance and counselling should you feel the need to use them. We assure you that we will be respecting your confidentiality.

Should you need more information please visit us at Level 2 Suite, The Landmark, 5 Triq Il-ljun, Qormi. To assist you efficiently we adopted an open-door policy.

To set an appointment or request other information you can reach us by telephone on +356 2210 7219 / +356 or +356 2210 7229, email us on info@learningworks.edu.mt, or by filling the form attached with this link <https://www.learningworks.edu.mt/contact-us/>

What students can expect from staff

- Honesty and respects at all time on the campus and beyond, including the time spent on social media.
- Respect to the dignity of the person and effort to acknowledge and promote the principles of diversity and inclusion.
- Teaching staff who are familiar and competent in the design, delivery, and correction of assessments.
- Dedicated teaching staff who are engaged in teaching and ready to offer continuous support.
- Assessment practices which are in line with assessment policy and procedure.

- The right to appeal the assessment mark/grade obtained by requesting for a revision of assessment.
- The methods of assessment and assessment criteria will be published in advance.
- To receive formative feedback with all assessments undertaken.
- Assessment is consistent, fair, valid and reliable.
- Additional assessment support in cases of learning difficulties.
- Relationship based on trust and confidentiality.
- Support focusing on personal and/or family therapy.

What students can expect from students

- Honesty and respects at all time on the campus and beyond, including the time spent on social media.
- Respect to the dignity of the person and effort to acknowledge and promote the principles of diversity and inclusion.
- Good relationships with colleagues to help overcome difficult situations.
- Collaboration during learning.
- Commitment to keep all campus resources available to all colleagues and to take care of them.
- Responsibility to leave the classrooms and campus environment clean and organised at all time.

What staff can expect from staff

- Honesty and respects at all time on the campus and beyond, including the time spent on social media.
- Respect to the dignity of the person and effort to acknowledge and promote the principles of diversity and inclusion.
- Professional collaboration between members of staff to enhance the student experience at the campus.
- Collaboration with Learning Works administration and Internal verification officials.
- Participation in continuous professional development to ensure a successful teaching environment.
- Sharing of teaching resources offered by Learning Works.
- Professional outlook at all time.
- Shared vision and adherence to Learning Works Policies and Procedures.
- Teamwork based on good communication and cooperation.

What staff can expect from students

- Honesty and respects at all time on the campus and beyond, including the time spent on social media.
- Respect to the dignity of the person and effort to acknowledge and promote the principles of diversity and inclusion.
- Active participation/attendance to lecturing sessions both on campus and online learning.
- Honest collaboration between students and their lecturers.
- Constructive recommendations and feedback for change and/or improvement.
- Participation in all learning activities and to complete and hand assessments in time.
- Responsible students who present themselves for assessment and examinations at the appropriate times and venues.
- Assertive students who are willing to submit relevant information on mitigating circumstances if required.
- Authentic work of high quality.
- Students who act on the high-quality feedback offered by lecturers and develop ways to be independent learners.

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CEO