



TYPE: Student Charter	
SUBJECT: Learning Works' Student Charter	REFERENCE: SC01
DATE: 1 <sup>st</sup> October 2020	
LAST REVIEWED: 10/12/21	
APPROVED BY: The Board of Directors	
<p>About this Charter</p> <p>This Student Charter summarises the standards of service which Learning Works expects and aspires to offer to its students and the standards of conduct which students should expect and aspire to follow.</p> <p>It aims to guide students towards behaviours and practices that will not only ensure their own success during the time spent at Learning Works, but also contribute to the safety, happiness and strength of the whole educational institutional community.</p> <p>Students and staff of Learning Works are expected to respect the Institution's core values:</p> <ul style="list-style-type: none"><li>• excellence in education and research</li><li>• relationships based on mutual respect, honesty and openness</li><li>• equal opportunities as defined in the Institution's Equality, Diversity and Student Support Policy</li><li>• accountability in performance</li><li>• enthusiasm by showing a passion for work</li><li>• commitment to environmental sustainability.</li></ul>	

## REGISTRATION

When you register with us, we offer you a consistent and transparent procedure based on criteria formulated and presented to the Malta Further and Higher Education Authority (MFHEA) during the programme accreditation process.

To ensure honesty in the eligibility process we publish all programme requirements on the public domain and expect you to respect the programme criteria when registering for a course of studies.

## REFUND

Upon enrolling on 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 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 as indicated in Learning Works Policy 5 ) . *Withdrawal and Refund Policy*

## 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 have set-up internal quality assurance processes to ensure fairness and quality.

## SUPPORT

While you are following a course with Learning Works, we will provide you with the support required to sustain your learning development during your studies as outlined in Learning Works Policy 18 ) *Learning Resources and Student Support*

We adopt 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.

Students who wish to receive any type of support or assistance throughout their course may send an email to [support@learningworks.edu.mt](mailto:support@learningworks.edu.mt) and receive feedback from a member of our staff. Furthermore, a member of staff has been appointed as Student Support Officer as the student's first point of contact.

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

To set an appointment or request other information you can reach us by telephone on +356 2210 7551 / +356 or +356 2210 7233, email us on support@learningworks.edu.mt, or by filling the form attached with this link <https://www.learningworks.edu.mt/contact-us/>

#### *What students can expect from the Institution*

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- Being provided with all the necessary information about the programme, timetable, study requirements, regulations and procedures that will be followed. Further information can be found in the *Student Handbook* provided by Learning Works. Replies to all enquiries about the programmes on offer and about applications and registrations will be timely, accurate and helpful.
- The provision of an educational experience that is consistently of a high standard in line with good academic practice where teaching staff are dedicated and ready to offer continued support and who are familiar and competent in the design and delivery of lectures, assignments and other assessment tasks.
- Assessment methods and criteria which are in line with the assessment policy and procedures set out in Learning Works' Policy 21 ).
- Your performance is properly evaluated against appropriate marking criteria and in line with the Institution's assessment policies
- Provision of clear information concerning the type of academic support you will receive. Such information is available in Learning Works Policy 19 *Online Learning* ( and Learning Works' Policy 15 *Equality, Diversity and Student Support*.
- Access to appropriate online learning resources and library facilities as indicated in Learning Works' Policy 19 *Online Learning*.
- A safe and secure physical environment for those studying at the premises of the Institution.
- Courtesy, fairness and promptness in our dealings with you.
- Honesty and respect at all times on the campus and beyond, including the time spent on social media.
- Equality of treatment for all regardless of gender, race, ethnicity, age, disability, sexual orientation, religion or belief.

- A relationship based on trust and confidentiality.
- Support focusing on personal and/or family therapy as highlighted in Learning Works' Policy 15, *Equality, Diversity and Support*.
- Protection of personal information you provide in line with the Data Protection Act and GDPR as set out in Learning Works' Policy 06 . *Data Protection Policy and Learning Works' Policy 07 Records Management and Archiving Policy*.
- The right to lodge complaints and grievances together with the right of appeal. The procedures to be followed in these cases are indicated in the following policies: *Student Complaints LWP12; Student Grievances LWP13 and Student Appeals LWP14*.

#### What students can expect from students

- Honesty and respect at all times 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 times.

#### What staff can expect from staff

- Honesty and respect at all times on the campus and beyond, including the time spent on social media.
- Respect to the dignity of the person and efforts 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 times.
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- Shared vision and adherence to Learning Works Policies and Procedures.
- Teamwork based on good communication and cooperation.

#### What staff can expect from students

- Courtesy, fairness and promptness in dealings with the Institution and its staff.
- Honesty and respect at all times 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.
- Students taking responsibility for their own learning and pursuing their studies with a positive commitment with active participation/attendance during lecturing sessions both on campus and in online learning.
- Authentic work of high quality.
- Taking steps on the high-quality feedback offered by lecturers.
- Honest collaboration between students and their lecturers.
- Participation in all learning activities and to complete and hand in assessments on time.

- Responsible students who present themselves for assessment and examinations at the appropriate times and venues.
- Constructive recommendations and feedback for change and/or improvement.
- Being informed if students have a specific access requirement or specific learning need or any other mitigating circumstance.
- Timely application, registration and payment of fees.
- Resolution of problems on an informal basis before proceeding to making formal complaints or grievances.

#### 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 the Institution or of individual students.

Charlo Bonnici  
CEO