



# STUDENT CHARTER:

EXPECTATIONS AROUND STUDENT  
CONDUCT & BEHAVIOUR\*



Last Reviewed – August 2024

Next Review Date – August 2025

\*Applicable to FE and Apprenticeship students across all divisions (referred to here as 'college') of EFI Group

**Our mission is to inspire and prepare all learners for a working life in the fashion retail, beauty and hair and media make-up industry. To continue to deliver this mission, we have a Student Charter which is underpinned by our key values and outlines both our commitment to you, and your expected commitment to your studies.**

You will no doubt recognise that the expectations around conduct and behaviour outlined here echo those expected within the workplace; and whilst undertaking your studies we expect that you will behave as if this was your workplace. This is crucial to our philosophy and is an example of one of the many ways we aim to equip you for successful employment upon graduation.



## **WE EXPECT ALL STUDENTS TO:**

- Work with tutors, support staff and fellow students to achieve your best.
- Communicate with tutors, support staff and fellow students in a professional manner and, where appropriate, in line with the EFI Group Email Policy.
- Be punctual and prepared for all lessons and scheduled appointments including tutorials, seminars, lectures, masterclasses, practical activities, external events and assessment activities.
- Engage with your course page on the relevant Visual Learning Environment (VLE) and commit to regularly tracking your progress and assessment status.
- Adhere to the EFI Group RESPECT values and actively contribute to a safe and healthy learning environment.
- Follow all class rules as agreed with your tutor. Have your mobile phone turned off or on silent (unless using it under tutor instruction).
- Ensure that you are aware, and abide by, all College, Course and Awarding Body regulations and rules relating to your course and student experience.
- Ensure that your conduct promotes equality and does not discriminate against any other student or member of staff in accordance with the protective characteristics of the Equality Act 2010 (these being age, disability, gender reassignment, marriage &

civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation).

- Always comply with the EFI Group Student Charter or any other local college rules and expectations, as outlined in your Student Handbook (failure to do so may result in disciplinary action or exclusion from the College).

## **IN ORDER TO PROVIDE AN EFFECTIVE SERVICE, WE EXPECT ALL STUDENTS TO:**

- Always display your college ID Card when on college premises and follow all signage and building instruction as advised.
- Keep Student Registry informed of any changes in your personal details, such as your name, telephone number, or address.
- Comply with expectations relating to attendance levels as set within the Attendance Policy and inform your tutor in the case of absence of illness.
- Accept responsibility for organising any part-time work and external activities so as not to interfere with your studies.
- Make use of the services provided by the college.

## **AS A STUDENT, YOU ARE ENTITLED TO EXPECT:**

- An inspirational learning environment which prepares you for progressing to further/higher education and employment.
- A safe and supportive learning environment free from discrimination, bullying, sexual harassment and violence.
- Reliable, accurate and helpful advice related to your studies at the FRA including information about College, Course, and Awarding Body regulations (via your Student Handbook).
- Effective and supportive arrangements for teaching, training and learning.
- Information and advice on all EFI Group and college Student Support Services.
- Opportunities to express valid views about any aspect of your provision.
- Your work to be marked and assessed within a reasonable time frame, with feedback provided which helps you to continuously improve and reach your full potential.