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"Sustainable transformation through innovation"

LUSAKA GOLDSMITHS UNIVERSITY STUDENT CHARTER

Lusaka Goldsmiths University Student Charter applies to students registered with the University. It explains what we expect from each other in our learning community.

MESSAGE FROM THE CEO/VICE CHANCELLOR

As a student of Lusaka Goldsmiths University you are among a growing number of individuals studying on our programmes across the country and beyond.

At Lusaka Goldsmiths University, we offer life-changing access to high quality education that meets the diverse needs of our country and the global community.

At Lusaka Goldsmiths University, we believe that clear, mutual expectations will help to improve the quality of your student experience with us and ensure we focus on further enhancements.

This Student Charter, sets out what we can expect from each other as partners in our learning community.

The Student Charter applies to all students who are registered with Lusaka Goldsmiths University.

The charter is founded on five pillars that connects the university community that is; commitment, support, tasks, courteous and communicate.

It is imperative that every student of Lusaka Goldsmiths University reads the Student Charter.

1. COMMITMENT

As Lusaka Goldsmiths University, we will:

- Provide all information required for you to complete your programme of study
- Provide you with the learning materials and resources that allow you to engage successfully with your studies.
- Provide opportunities for peer interaction.

As a student, you will:

- Take responsibility for your own learning, pursue your studies with a positive commitment and do your best.
- Utilise the learning resources available to you on your programme of study.
- Actively participate in any required learning activities and assessments for your programme.
- Do your best to utilise the knowledge and skills being acquired to help positively transform communities you live in.

2. SUPPORT

As Lusaka Goldsmiths University, we will:

- Provide clear information concerning the level of academic support you will receive.
- Take all reasonable measures to provide appropriate support where disabilities and/or access requirements may inhibit your learning.
- Provide you with access to online resources required for study; the Virtual Learning Environment (VLE), student portal and the online library.
- Give you opportunities to provide feedback on the quality of our programmes and support services, and update you on actions taken in response to the feedback we receive.
- Provide you with appropriate channels to voice any concerns you have throughout the course of your study.
- Treat any complaints seriously and fairly, and respect confidentiality at all times.
- Invite you to join the Lusaka Goldsmiths University Alumni Network after you have completed your studies.

As a student, you will:

- Make use of any induction information and exercises offered for your programme.
- Inform us in good time of any access requirement so that we can consider how to meet your needs.
- Seek advice if you are unhappy with any aspect of your study.

3. TASKS

As Lusaka Goldsmiths University, we will:

- Provide an educational experience that is of a consistently high standard and in line with good academic practice.
- Provide you with points of contact in case you have questions or need advice.
- Ensure that assessment methods are appropriate and provide you with the opportunity to achieve the learning outcomes of your programme.
- Provide a robust assessment system using a recognised and credible virtual system.
- Publish exam timetables before the exam period is due to start.
- Provide you with information on what is inappropriate and may constitute an assessment offence, for example, plagiarism and cheating in examinations, how to avoid it and the consequences of assessment offences.
- Make all rules and regulations relating to your programme of study available to you, including those associated with sitting examinations.
- Provide you with your assessment results.
- Evaluate the quality and standards offered to you by recognised persons engaged by Lusaka Goldsmiths University.

As a student, you will:

- Register and pay the required fees by the published deadlines.
- Be responsible for managing your time so that you submit work by the stipulated deadlines to avoid any penalties or delays to your progression.
- Know the dates, times and location of your exams and arrive in plenty of time.

- Follow any advice given in your programme information including, but not limited to, methods of academic writing, good practice of referencing and how to avoid plagiarism.
- Ensure that you understand and comply with all rules and regulations relating to your programme of study, including procedures regarding your assessment.
- Comply with any expectations and procedures set by the university.

4. COURTEOUS

As Lusaka Goldsmiths University, we will:

- Be courteous and respectful in our interactions with you on all platforms.
- Provide equality of treatment for all regardless of gender, age, race, ethnicity, disability, sexual orientation, religion or belief.
- Respect your right to confidentiality.
- Protect all the personal information you provide to us and be aware of all responsibilities in line with the relevant laws of Zambia.

As a student, you will:

- Be courteous and respectful in your interactions with Lusaka Goldsmiths University staff on all platforms.
- Be considerate and respectful to the diverse community of students, including the language you use on the VLE (Virtual Learning Environment) and on other relevant online platforms including social media.
- Behave in an appropriate manner when taking exams and comply with all examination hall rules.

5. COMMUNICATE

As Lusaka Goldsmiths University, we will:

- Keep you informed of any updates and changes that affect your programme of study.

As a student you will:

- Check regularly for University correspondence which is being sent to you via email, or on your student portal.



Mulenga Besa

Chief Executive Officer