

## STUDENT CHARTER

The Recovery College is a safe haven where people learn, listen to and support each other. We are here to help you make sense of what has happened to you and learn more about yourself to work towards a meaningful life. To help us provide this service we ask that all students and staff adhere to the college Code of Conduct.

### ***We expect you to:***

- register with the college prior to commencing courses, letting us know of any special needs or disabilities when completing your form
- let us know when you cannot attend sessions
- keep us updated with any changes of contact details, eg phone number
- behave in a responsible manner designed to foster mutual respect and understanding between all members of the College community;
- respect the rights, beliefs and opinions of others
- not behave in any way which may be considered threatening or disruptive
- not to attend the College under the influence of alcohol or street drugs

### **Throughout your time at South West London Recovery College**

#### ***You can expect us to:***

- deal with your enquiries in an efficient, professional and friendly manner
- provide information, guidance and advice on courses and programmes of study
- ensure quality courses that promote hope, opportunity and control
- provide access to library resources and the internet at the Recovery College hub at Springfield University Hospital
- provide support for your specific needs if you tell us about a disability or learning difficulty
- provide a safe and healthy study environment that is free from discrimination

#### ***We expect you to:***

- attend courses punctually
- use the library and internet in a responsible manner (see 'When using the library')
- comply with the College's policies and procedures and the reasonable instructions of members of staff
- respect the individual rights of all members of the College

*We encourage students to speak to a member of staff if they find themselves feeling unhappy or angry – if it is a matter with the college or with the college staff we will take any comments seriously and where possible rectify or improve the situation if appropriate*

## **When Using the Library**

The library is a shared space where students can access internet services and research topics of interest. We aim to provide a calm and welcoming environment for everyone and ask that you respect the following basic guidelines:

### **Printing/photocopying/scanning:**

Due to financial restrictions, we are unable to provide students with unlimited printing. Printing is restricted to a maximum of 5 pages a day. In exceptional circumstances, e.g. you want to print a job application, please talk to a member of staff who can get permission for this. The college is unable to provide photocopy or scanning services.

### ***Students should:***

- Keep the library clean and tidy
- Refrain from eating and drinking in the library – please use the kitchen provided.
- Respect that tea and coffee is not available free unless you are on a course at that time
- Keep noise down to a minimum & not use mobile phones in the library area
- Bring your own headphones if you wish to listen to music etc. and keep volumes at a reasonable level.
- Not view or send inappropriate material e.g. viewing pornography & gambling sites
- Ask for help when needed, but respect that staff have their own workloads and deadlines they must work to
- Respect that we cannot supply any stationery
- Come to the College appropriately dressed and in good hygiene
- Be polite and respectful to staff
- Refrain from taking library books off-site (they are for reference only)

*Please note that animals are not allowed in the Recovery College unless they are support animals and permission has previously been sought*

**Any breaches of this code of conduct will result in the College reviewing your access to the service**