

Teaching and Learning Support Charter

Introduction

The Charter is for all students studying on a taught course at D.A.V. INSTITUTE OF MANAGEMENT. It underlines the institute's commitment to the development of a partnership in learning and the provision of an enriching learning experience for its students. It sets out what you can expect from the institute and what we expect of you in relation to the teaching you will receive, how you will be supported in your learning and in relation to assessment.

Getting Started:

Beginning your studies can be both exciting and daunting. There is a wealth of information provided for you and, at the same time, you may be moving away from home, making new friends and/or learning how to balance work and study. The institute endeavors to make this transition period as smooth as possible and to help you settle into your studies. You should familiarize yourself with the information provided and ask questions to ensure that you fully understand your course structure, how it will be taught and assessed, institute/university regulations and how they apply to you, and the resources which will be available to you.

You can expect:

- Provision of induction opportunities for all new students giving you information about your course and facilities such as our library, computing facilities, LMS and support services;
- Provision of Course or Subject Handbook(s);

At induction, in your Course/Subject Handbook, you will.

- Receive an introduction to your course;
- Be advised of the staff who are responsible for teaching on your course and details of how they can be contacted;
- Be advised of the name and contact details for your designated Programme Director;

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| <ul style="list-style-type: none">• <i>Your Programme Director will give you general advice regarding the institute environment and guide you in matters affecting your choice of optional modules, curriculum content, assessment, progress, and study and examination skills.</i> |
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- The aims and learning outcomes of the course you are studying;

- The choices of modules available to you;
- The teaching and learning methods that will be used to develop both academic and generic skills throughout the course;
- Details of how you will be provided with information on your progress on an individual basis;
- The methods by which you will be assessed overall, and by module, and the criteria that will be used;
- Details of any professional recognition available on successful completion of your course;
- That we will provide opportunities for the development of generic skills to facilitate your learning and to enhance your overall performance;

What we expect of you.

- That you check your registration details and report any errors or omissions immediately. This is particularly important as it enables you to use the Student Portal to access resources for your course, such as information made available through the Learning Management System (LMS);

The student portal is your personalized gateway to many of the online services provided by the institute such as email, online library services, the institute's web-based learning environment, personal support services and our Personal Development planning (PDP) system. It will act as a point of focus for messages sent to you by your faculty and announcements from other departments. The web address is: davim.imaginationlearning.org

- That you make yourself familiar with the information provided to you and seek clarification of anything you do not understand;
- That you participate in induction opportunities provided for you;

Continuing your studies:

All faculties will provide high-quality teaching and academic guidance and will continually strive to improve the quality of provision. Staff will seek to provide a supportive environment to assist students to take responsibility for their own learning.

You can expect:

- That we will provide courses and programmes which are informed by university;
- That you will be given information about the relevant timetables for lectures, tutorials and other classes and that you will be provided with reasonable notice of changes, wherever possible;
- That we will assist your transition to institute and through your period of study with us;
- That we will provide a safe, yet challenging learning environment that supports students to engage and learn with fellow students from diverse backgrounds and identities;
- That the approaches to teaching, learning and assessment will offer opportunities for you to pursue and develop your strengths and enthusiasm and, where appropriate, encourage imaginative engagement with subject matter;
- That we will provide a range of teaching and learning opportunities which may include lectures, tutorials and workshops, site visits and industrial visits, some of which may involve groupwork. The purpose and format of these will be explained to you. The combination of different learning experiences is designed to enable you to meet all the learning outcomes of your course;
- That the institute will continually seek to enhance the quality of its provision and that the teaching you receive will be subject to peer review and feedback from students;
- That we will provide opportunities to engage in collaborative learning to develop sharing of practice and create a sense of a learning community;

Collaborative learning is learning that involves students working with others and learning together. It encourages active learning, encourages questioning, discussion and debate, creates an understanding of how you learn and enables different skills, viewpoints and experiences to be applied to a task.

- That as part of your programme of study, you will have opportunities to develop attributes that will strengthen your employability and enhance your career management skills;

The institute can help you with study skills which will aid your learning and improve your performance. These cover a range of issues from helping you to manage your time, improving referencing skills and developing research skills. Contact your Programme Director for more information on how you can access these.

- That we will provide opportunities for small group learning;
- That assessment will be used as a means of promoting student learning as well as providing evidence of that learning;

Assessment is used not just to determine how well you have performed but also as a means of facilitating and validating the learning process. A wide range of assessment methods, including working in groups, oral and practical assessments as well as projects, class tests, essays and examinations, may be used to develop your skills and broaden your learning. Although most of the assessment will be conducted by your tutors, some may be conducted by your peers, particularly if a task involves collaborative learning or group work.

- That the institute will seek to ensure that marking of all assessments is fair and free from bias;
- That you will be provided with regular feedback on your academic progress. Feedback will highlight the strengths exhibited in work submitted for assessment and will draw attention to areas that may benefit from further development;

Feedback may be provided in various ways and will include comment on formative stages as well as on work submitted for summative assessment. Feedback may be oral (for example, comments of a general nature made to a class or group), written (to individual students) or provided online (to groups or individuals). Feedback from tutors may be supplemented by peer feedback.

- That you will be informed of penalties for late submission or non-submission of coursework and the consequences of failure to attend classes and examinations;
- That you will be offered advice and information in relation to choices you may have regarding your study and the implications for future opportunities;
- That we will provide opportunities, as appropriate, for work-related and work-based learning;

Many of our courses involve placement opportunities and/or include work- related learning/summer training enabling students to apply their learning through case studies, discussions with guest lecturers from industry and project work.

What we expect of you;

- That you will attend for designated lectures, training programmes and assessments, and actively participate in tutorials and other timetabled activities and meetings – for example, coursework tasks, seminars, practicals, online discussions and field trips;
- That you will ensure that you are punctual in attendance at classes and other designated activities as a courtesy to other students and staff;
- That you take responsibility for, and reflect on, your learning and conduct ongoing self- evaluation. Self-assessment is a vital part of the learning cycle and will assist your planning and preparation of work;
- That you will submit or present all written assignments, practical or other coursework within the specified time limits;
- That you reflect on feedback received and use it as a platform for future development;
- That you will complete any appropriate forms and take part in seminars relating to your progress as required by any regulations applying to your form of study;
- That you will attend all requisite examinations;
- That you will not plagiarise. Plagiarism is an offence and carries penalties which may affect successful completion of your course;

Plagiarism is the presentation of work, including ideas or theories, of another person as if it were your own work. Student work can be checked for plagiarism using specialist software and students are required to give consent to this on registration.

- That you will check regularly for communication from the institute electronically, by post, by email or through the student portal, or placed on notice-boards;

- That you provide us with feedback on your experience by completing the on-line student survey for each module that you undertake. This will be available through the student portal / LMS at the end of each semester and forms an important part of our ongoing enhancement activity;
- That you will notify your tutor, supervisor or other appropriate staff at the earliest opportunity if you are unable to attend classes and/or if there are extenuating circumstances which prevent you from satisfying any of your course requirements, and subsequently complete any requisite documentation;
- That if you are also working, you will develop good time-management skills to ensure you are able to attend scheduled activities and undertake the necessary independent learning;
- That you will contact your Programme Director as early as possible if you are considering either withdrawing from your course or transferring to another course to discuss the financial and academic implications.

Academic support:

You can expect:

- That you will be provided with opportunities to make contact with your Programme Director to discuss your progress and obtain advice on future study choices and further support available;
- That we will provide studies advice/peer mentoring systems which meet your needs;
- That staff in Student Support will be available to advise in confidence on any academic difficulties that you may be experiencing;
- That we will provide you with opportunities to engage in Personal Development Planning (PDP).

What we expect of you.

- That you avail of opportunities provided to meet your Programme Director and that you seek support from him/her whenever you need advice or support;
- That you take the opportunities offered for Personal Development Planning (PDP);

- **That, if you are having difficulties, you raise them with a member of staff such as your Coordinator or your Programme Director. It is important to raise issues of concern as soon as you can, as it is often easier to resolve difficulties at an early stage. You can also raise issues through your class representative.**

Class representatives are elected by the student body for some courses and they attend staff/student Consultative committees on your behalf. You can ask your class representative to raise issues on your behalf. Other course may invite all students to attend.

Effecting Change:

Students have an important role to play, in collaboration with staff, in contributing to the shaping and ongoing development of the institute's vision and to the continuous development of our courses.

The institute surveys student views regularly, usually at the end of each module. The results of these surveys are analyzed and considered carefully by the Institute. As the questionnaires are often anonymous, you may not receive an individual response from the Institute but your views will be considered along with those of other students, so that improvements can be made.

The institute has a Student Charter and other support charters, which cover:

- **Admission and Registration services**
- **Information Services (this includes the library and IT facilities)**
- **Student Support (which includes counseling and mentoring, Tutorial Support, Health, Safety & Security services, Complaint, Appeals and grievance procedures etc.)**
- **Career Development Center**
- **Guide lines for students who go abroad to continue studies in institutes in collaboration with DAVIM/further studies**
- **Guide lines for International Students**