

A STUDENT GUIDE TO COMMUNICATION AND CONSULTATION

Good communication and consultation is a two way process and it is important you work with us and make sure you are familiar with the ways in which we will communicate and consult with you. Technology is developing rapidly and you therefore need to ensure that you are alert to any changes and developments in relation to this guide.

We will:

- Make sure that when we communicate with you we are always clear, respectful and accurate
- Send you information on how and when to register for your studies
- Give you access to your personal timetable: we aim to publish provisional timetables for continuing students around 21 August 2019 and for new students when you register in September.
- Provide you with hard copies of the Student Charter and the Student Handbook when you first register and also make them available on Space, along with the rules and regulations that govern your programme of study.
- Respond to you within the times set out in our service standards as appropriate
- Provide access to our VLE, whether you are on or off site
- Notify you of any planned maintenance down time at least 3 days in advance
- Allow you to book selected rooms up to 2 weeks in advance via the online Room Booker.

We expect you to:

- Make sure that you are always clear, respectful and accurate
- Use all our communication systems responsibly and do nothing that might damage the reputation of LCoM
- Comply with the Core IT Systems Policies and Procedures
- Inform Registry promptly of any changes to contact details such as address or mobile phone number or update them using the online student portal
- Report any absence from studies using the online Absence Reporting Portal or the Absence telephone line
- Ensure you disclose any learning difficulty, disability or health condition to the Disabilities Advisers at or before registration to ensure that the conservatoire can provide support and reasonable adjustments
- View the tutorials on how to use LCoM online systems
- Make sure that you keep your systems username and passwords secure and never pass to anyone else
- Report any faults or problems as soon as you can, and give us as much detail as possible to help us find a solution.

Our main ways of communicating with you are:

- Email
- Space and LCoM Life
- Text Messages
- Social Media
- Student/Staff Forum and Student Rep System
- Online Feedback System

- Plasma Screens/Noticeboards.

Email

Your Leeds College of Music email account is the main way we will contact you personally. Please note we do not reply to other email accounts (Hotmail, Gmail etc.).

We will:

- Only send messages to your LCoM student email account that are to do with your student experience.

We expect you to:

- Use our LCoM email system when you contact us
- Check your LCoM email account at least once per day and ensure you respond by stated deadlines.

Space

Space is the Virtual Learning Environment (VLE) at Leeds College of Music. It provides a central place for students to submit assignments online and undertaking online learning activities in addition to finding news, events, resources and information. The VLE Site policy provides clear guidance on the content and specifies user responsibility and can be found on the Quality Handbook and Student Help pages on Space.

SPACE also comprises:

- **MyPortfolio:** You will use this ePortfolio tool throughout your studies to reflect and record your progress, as well as undertake assignments. It also has a Group function where you can collaborate with your fellow students
- **Panopto:** This is where audio-visual media lives; including videos of lectures, workshops, technique demonstrations and software screencasts
- **Links** to your email, timetable and the Absence Reporting Portal
- **Room Booker:** All room bookings and timetabling are managed through software called CELCAT. Students are advised to complete the online tutorial to ensure they use the system effectively
- **LCoM Life:** LCoM Life is a noticeboard system integrated within the VLE system that hosts the News, Events and Jobs and Opportunities feeds. In addition, it hosts other noticeboards that staff and student users can contribute to.

We will:

- Introduce Space during induction and provide additional workshops and drop-in sessions throughout the year
- Post all news and notices related to the student community as a whole on LCoM Life and the front-page news

- Post all conservatoire events within the LCoM Life calendar
- Post course and module related notices on the associated news feed (email notifications are also generated when information is posted here) and/or email students from the module page
- Provide up to date, accurate information about a range of LCoM services and their availability.

We expect you to:

- Access Space and LCoM Life daily
- Check your timetable on Space on a regular basis
- Let the Space helpdesk know if you have problems accessing Space (space@lcm.ac.uk)
- Engage with online activities, myPortfolio and Panopto as required within your modules
- Contribute to other forums that are available via Space.
- Attend Space drop in sessions if you have problems with using Space or associated systems.

Text Messages

Several departments in LCoM use this means of contact. It is usually used to draw your attention to an email that has been sent to you or to notify you of something important that you need to be aware of. It may also be used to get a message to you at short notice e.g. class cancellation.

We will:

- Only use text messaging when we need to tell you about a change to arrangements at short notice, such as bad weather, or draw your attention to an important email in your inbox
- Announce changes to classes within 30 minutes of Registry being notified during main office hours
- Make sure messages you receive are to do with your studies or support
- Use a house style to ensure consistency of approach.

We expect you to:

- Provide an up to date UK mobile phone number and inform Registry if it changes as soon as possible by email or by visiting the Student Enquiries Counter (406).

Social Media

The conservatoire has a number of official social media accounts, including Facebook, Twitter and LinkedIn. We use these sites to promote events, profile our students and alumni and communicate with a number of different audiences. It is your decision whether or not you choose to engage with LCoM via social media; these platforms will never be used as a primary means by which to contact you with information relating to your studies.

We will:

- Engage positively with you regarding conservatoire opportunities and good news and respond to any queries you send via LCoM's official social media accounts within 1 working day
- Take appropriate action if we become aware of posts that are untrue, abusive, defamatory, threatening or bullying

We expect you to:

- Ensure you do not infringe the intellectual property rights of others when posting
- Use the reporting functions of the social media provider to report any concerns about the content of conservatoire accounts
- Contact us directly (via phone, email or face to face) if you have an issue concerning the conservatoire or your studies, rather than posting on social media
- Respect the privacy and the feelings of others and not use social media sites to attack or abuse anyone. You must not include contact details or pictures of other students or members of staff without their prior permission.

Student Representatives (Pathway Council, Student/Staff Forum, Focus Groups)

The conservatoire, in conjunction with the Students' Union, aims to offer as many opportunities through as many mechanisms as possible for students to feedback comments on their academic and wider student experience. This includes the use of appointed Student Representatives, who report student feedback at meetings such as Pathway Council, Student/Staff Forum and various focus groups on specific issues and surveys.

We will:

- Ensure regular opportunities for you to feedback on your student experience
- Listen to your comments and report back progress on changes.

We expect you to:

- Complete surveys such as Module Evaluation and end of programme surveys (and the National Student Survey when in your final year)
- Engage with the Student Rep system, either by volunteering to become a rep, or by talking to your relevant rep about any opinions you have
- Tell us promptly if there are any immediate issues either through the student representation structure or via the online feedback system boxes (as below).

Online Feedback System

We aim to provide our students with information on the services, resources and facilities available at Leeds College of Music and to make you aware of changes and developments. You can help us to improve our services by giving us constructive feedback via our electronic system. As part of our Customer Feedback Procedure you can complete a feedback form located on the conservatoire website at <http://www.lcm.ac.uk/feedback> or you can submit a comment or compliment directly to the

following email address: feedback@lcm.ac.uk

We will:

- Handle your comments and compliments with dignity and respect, treating you fairly and equally
- In response to your feedback, tell you what we are able to do or what we are not able to do and why
- Admit when things go wrong, put them right at the earliest opportunity and provide the service you want whenever possible
- Acknowledge and respond to your communications within the specified timeframes
- Tell you the name of the person or section that will deal with your enquiry and keep you informed of our progress
- Learn from your feedback, tell you what we have done with your feedback and improve our services as a result.

We expect you to:

- Use the system to express genuine feedback in a constructive manner.

Please note that this system is solely for comments or compliments. All complaints should be directed to complaints@lcm.ac.uk

Plasma Screens/Noticeboards

We will:

- Use the digital screens to inform you about relevant services available to you as a student.

We expect you to:

- Familiarise yourself with the locations of the digital screens on campus.

Useful LCoM email contacts

disability@lcm.ac.uk to disclose and learning difficulty, disability or health condition to the disability advisers

Exams@lcm.ac.uk if you have any questions about exams, assessments or mitigating circumstances

HEAdmin@lcm.ac.uk if you want to update your telephone number, make an appointment to see a member of staff or have any general questions about your course

You can update your address via the online portal on Space [here](#)

space@lcm.ac.uk if you have problems accessing or using Space

feedback@lcm.ac.uk if you want to submit a comment or compliment

complaints@lcm.ac.uk if you want to make a formal complaint