

Student Charter

The ESO Student Charter summarises the rights and responsibilities of the ESO and its Students.

The Management of the ESO and the Student Association undertake to work together in a spirit of mutual cooperation.

Rights and Responsibilities

The European School of Osteopathy undertakes to:

- Encourage mutual respect, commitment to equal opportunities, courtesy and professionalism between all ESO employees and students.

The European School of Osteopathy undertakes to provide:

- Opportunities for all students to study, be assessed fairly and achieve an award in their chosen discipline of osteopathy;
- High standards for teaching and student support;
- Support for activities, advice and guidance that will enhance students' employability, health, well-being, social interaction and personal and professional development;
- Encouragement for the continuing professional development of all staff and faculty;
- Opportunities and support for formal student representation and participation so student views can be represented in academic development, course management and policy development and review;
- Access to library, IT and online facilities that is clearly defined (through specific opening times and registration procedures);
- Opportunities for students, staff and faculty to provide feedback on all aspects of ESO life.

The European School of Osteopathy undertakes to provide each student with the following information:

- A fair and transparent Admissions process to include selection criteria, an interview and guidance on the application procedures.
- Clear joining instructions, pre-arrival information and a programme of induction into the ESO community.
- A programme specification (a technical document about the student's programme providing details such as educational aims and learning outcomes);
- A handbook outlining programme and course details, including assessment criteria, contact hours, methods of delivery for each course, examination arrangements and regulations, academic guidance and support, appeals procedures and professional requirements;
- Where possible, we will provide clearly stated periods of notice for changes to timetables, cancelled classes and re-scheduling of course content;

- Clear deadlines for feedback on work submitted by the student;
- Guides to student fees, payment options and deadlines;
- A named Personal Tutor with ringfenced time to support academic development;
- A dedicated Student Welfare Officer with published times to be available for pastoral support and access to further online support tools;
- Annual review, reporting and development of activities linked to student feedback;
- Clear instructions on where to find information on feedback and complaints procedures.

Students at the European School of Osteopathy undertake to :

- Ensure all behaviours are consistent with the Osteopathic Practice Standards (<https://www.osteopathy.org.uk/standards/osteopathic-practice/>)
- Take responsibility for managing their own learning, ensuring they spend sufficient regular time in private study, engage actively in their programme and participate fully in group learning activities;
- Attend inductions, participate in timetabled and/or online classes and clinic sessions and attend meetings with dissertation supervisors as appropriate;
- Inform the administration of any unavoidable absences from scheduled classes/clinic;
- Submit their own work for assessment by the stated deadlines; they must ensure that they are aware of these deadlines and must comply with the Student Code of Conduct and Fitness to Practise Regulations;
- Actively participate in feedback, including supporting student representatives in order to improve learning and teaching, taking part in the Annual National Student Survey (Yr 4) the University Student Survey (Yrs 1 – 3) and, after graduation, in the Destinations of Leavers from Higher Education survey;
- Provide feedback on any matters of individual concern without fear of reprisal;
- Promptly pay all charges applied by the School and the University.

The European School of Osteopathy Student Association undertakes to:

- Support all students to ensure they are treated equally and are aware of their rights and responsibilities;
- Support student participation in quality enhancement activities – especially through the development and training of course representatives;
- Help students with academic/welfare problems;
- Represent the interests of students at local level;
- Provide social activities to enhance each student's personal development.