



Student Charter

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Students can expect:

- A respectful, welcoming, inclusive, and supportive learning environment where everyone is treated with dignity and fairness.
- High-quality teaching, guidance, and support from appropriately qualified faculty.
- Safe, accessible, and suitable learning environments, equipment, and learning resources.
- Clear and timely information about course requirements, assessments, schedules, support arrangements, and any relevant changes.
- Access to reasonable accommodations and additional learning supports where required.
- Constructive feedback and support to help achieve learning outcomes and course requirements.
- Opportunities to provide feedback and have their views considered as part of continuous improvement.
- Fair, transparent, and confidential processes for complaints, concerns, and appeals.

Students are expected to:

- Take an active role in their learning through attendance, participation, preparation, and engagement.
- Complete assessments honestly and always demonstrate academic integrity.
- Meet course requirements and participate in learning activities to the best of their ability.
- Understand and follow policies, procedures, and requirements relevant to their course.
- Treat faculty, staff, and fellow students with respect and contribute positively to the learning environment.
- Behave professionally and support equality, dignity, and inclusion.
- Raise support needs or circumstances that may affect participation, where appropriate.
- Provide constructive feedback to support improvement of courses and services.

Shared Commitment

ESTI and its students share responsibility for creating and maintaining a positive learning environment based on respect, professionalism, communication, participation, inclusion, and continuous improvement.