

STUDENT GUIDE TO COMMUNICATION AND CONSULTATION

Good communication and consultation is an essential part of Leeds Conservatoire. It is important that we work together to ensure you are familiar with the ways that we will communicate and consult with you.






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Communication

Leeds Conservatoire has different methods of communicating for different types of messages.

Communication Tool	Types of Messages/Information	Access info
 <p>Email</p>	<ul style="list-style-type: none"> • Correspondence from your tutors, admin and course teams about the delivery of your course. • Advanced notice of important changes to conservatoire services • Weekly events overview • Personal contact related to your course, student experience and/or use of services 	<p>Email is the primary method for the conservatoire to communicate with you and for you to communicate with us.</p> <p>You should check your email daily during term time.</p> <p> mail.lcm.ac.uk</p>
 <p>Space</p>	<p>Space is the conservatoire's Virtual Learning Environment.</p> <ul style="list-style-type: none"> • Course, module and assignment info/resources • Information about all the services we have at Leeds Conservatoire • Support resources for using our online systems 	<p>You should check Space daily during term time.</p> <p> space.leedsconservatoire.ac.uk</p>
 <p>Life</p>	<p>Life is a noticeboard system where both staff and students can post.</p> <ul style="list-style-type: none"> • General news/announcements • Workshops and Masterclasses 	<p> life.leedsconservatoire.ac.uk</p>

Communication Tool	Types of Messages/Information	Access info
	<ul style="list-style-type: none"> • Performance opportunities • Job opportunities • Items for sale / to sell 	
 <p>Social Media</p>	<ul style="list-style-type: none"> • Events • News and features • Announcements • Reminders 	 @lifeatleedsconservatoire  facebook.com/groups/lifeatleedsconservatoire
 <p>Text Message</p>	<ul style="list-style-type: none"> • Text messages will only be used in emergency/time critical situations, or to change arrangements at short notice 	<p>Make sure your mobile number is up to date.</p> <p>If it changes, email headadmin@lcm.ac.uk</p>
 <p>Plasma Screens / Noticeboards</p>	<ul style="list-style-type: none"> • Digital screens are located around campus with information about conservatoire services. • The Students' Union also have a number of noticeboards across the conservatoire, where you are also welcome to put up gig posters, flyers and advertising. 	<p>Please contact supresident@lcm.ac.uk if you would like to advertise on our noticeboards. We also offer noticeboard takeovers, where you can have complete control of the noticeboard for a set amount of time.</p> <p>You can also drop any posters into our office in Room 235.</p>

Consultation and Feedback

What	Why	How
 <p>Student-Staff Forum</p>	<ul style="list-style-type: none"> We have a Student/Staff Forum, where your feedback is delivered to us via Student Representatives. These meetings are formally minuted, and actions and updates are taken seriously 	<p>The Student Union and Student Rep Page on Space</p>
 <p>Pathway Councils</p>	<ul style="list-style-type: none"> Pathway Councils are an opportunity for Student Representatives to sit down with your Programme Leaders and Curriculum Managers to pass on your feedback. These meetings are minuted, and actions and updates are taken seriously. Collectively, this feedback helps guide the Student/Staff Forum discussions. 	<p>The Student Union and Student Rep Page on Space</p>
 <p>“Student Reps”</p>	<ul style="list-style-type: none"> In collaboration with the Students’ Union, the conservatoire has a comprehensive and effective Student Representative System. Your Student Representatives will work to represent the entirety of the student body and ensure your views and voices are heard. 	<p>There will be opportunities throughout the year to meet with your Student Reps, plus a dedicated page on Space for submitting feedback online.</p>
 <p>Online Feedback System</p>	<ul style="list-style-type: none"> The conservatoire is always looking to improve its services, and offers opportunities via an online feedback system to receive constructive comments. 	<p>Feedback@lcm.ac.uk for Feedback Complaints@lcm.ac.uk for Complaints</p>