

C&I RECOVERY COLLEGE

STUDENT CHARTER AND CODE OF CONDUCT FOR ONLINE & FACE-TO-FACE COURSES

Before you become a student

You can expect us to:

- provide our course guide and calendar on our webpage and by email on request
- let you know how you can enrol via our webpage
- provide support with enrolment by phone and email
- provide all the information you need to choose online and face-to-face courses
- communicate with you in a professional and friendly manner

We expect you to:

- ask us to explain if you're not sure about anything

When you enrol at the Recovery College

You can expect us to:

- offer you a Learning Goals telephone conversation (select this when you enrol)
- send you reminders of your upcoming online courses

We expect you to:

- complete our online enrolment form and agree to this student charter and code of conduct
- tell us about any mental or physical difficulties which would make it difficult for you to complete courses. Communicating your needs to us is very important. If you have any additional needs, please let us know well in advance of the course – ideally when you enrol. We can then look at how we can best support you.

Throughout your time at the Recovery College

You can expect us to:

- provide a warm learning environment and make your learning enjoyable
- offer a safe learning space where everybody is respectful of each other
- deliver courses that promote hope, opportunity and control
- listen to your feedback and use it to improve how we work
- respect your confidentiality, unless we believe you or someone else is at risk of harm
- do our best to resolve any technical problems at our end
- reschedule online courses if there are major technical problems
- be available from 10am – 1pm and 1:30pm - 4pm, Monday to Friday

We expect you to:

- Not share course joining instructions with anyone else or post them online (Only enrolled students may attend sessions)
- Be respectful, polite and considerate in your interactions during courses
- If you are rude or intolerant you will be removed from the course
- Respect other students' privacy - online and offline
- Not tell other students what to do or give 'expert' advice
- Let us know if you see something that worries you by emailing us at recovery.college@candi.nhs.uk
- If you are on an online course and think that you may need more urgent help, please reach out for offline support

Tips on staying safe online

- MIND has some information about staying safe online
<https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing>
- If you're feeling very unsafe, please contact your mental health team, the Samaritans (116 123 / jo@samaritans.org), or the Camden & Islington crisis line **020 3317 6777**

Taking care of your own mental health

- If things are tough for you right now, it's important to think about whether you might need more urgent support or to talk to someone else
- Try not to take on too much – extend the same kindness to yourself as to other students
- Take breaks if you need to

Reminder: the Recovery College co-produces courses on recovery and wellbeing. Our courses are not group therapy or self-help groups.

We encourage a holistic approach to mental and physical health and offer self-care tools to aid you in your recovery journey.

STUDENT CODE OF CONDUCT

We want to ensure that every Recovery College student has a positive experience on all our courses - both online and face-to-face.

During our courses no one is required to mention anything about their personal or professional life, their history or their physical/mental health unless they wish to. However, when another student *does* share something, we ask you to treat what is discussed with complete confidentiality

Students should:

Behave in a responsible and respectful manner towards students, tutors and staff

- be punctual, no students will be admitted to courses later than 5 minutes after the course start time
- not discriminate against other students or tutors based on their race, gender, sexuality or other characteristics including religious or other beliefs
- not shout or raise your voice, avoid being aggressive or disruptive
- not behave in a way that could lead to psychological or emotional harm of students, tutors or staff
- refrain from the use of alcohol or street drugs whilst attending courses/sessions.
- agree and adhere to the group contract for the course/s you are attending

in addition to the above, for ONLINE COURSES, students should

- find a private space if possible when you join to minimise interruptions
- use the internet in a responsible manner - no swearing, inappropriate behaviour or trolling (starting quarrels or upsetting people)
- decide if you are comfortable using video or just audio for online courses, either is fine

All of us, students and staff, have a responsibility to ensure that this code is respected and observed. If you do breach this Code of Conduct, we will discuss this with you to try and find a way forward. Serious breaches may result in being dismissed from the session.

Please contact the Recovery College if you have any concerns.

Ticking the mandatory box on our online registration form means that you agree to the terms of the Recovery College Student Charter and Code of Conduct.