

## Faculty of Health, Education and Life Sciences

### Our commitment to outstanding communications

Excellent communications greatly enhance both the student experience and the staff experience. Here in the Faculty of Health, Education and Life Sciences we can all make a contribution to achieving this goal. Here are a few ideas for you to consider.

<b>As a student I can help by:</b>	<b>As a member of staff I can help by:</b>
sharing any communication requirements I may have with my Personal Tutor and/or Programme Leader;	being consistent in terms of tutor-time, return of work and feedback in line with University policy and procedures;
using my BCU e-mail in communications with staff and keeping my contact details up to date on SITS;	sticking to my BCU e-mail address and phone number when giving students contact details & sending e-mails to students' BCU accounts only;
directing my queries to one point of contact initially and allowing the recipient time to respond before trying alternatives;	responding to student emails within a reasonable number of working days; <u>OR</u> using 'out of office' messages when unable to answer e-mails to offer advice about where to go for help in the meantime;
sharing any concerns/ideas for improvement/feedback on my University experience, with my Student Academic Leaders (SALs) so that they can raise these comments in the relevant Feedback Forums;	listening and responding in a timely manner to student feedback through informal conversations and/or meetings, Student Feedback Forums (SFF) and School Academic Boards (SAB);
making use of well publicised staff office hours for the discussion of non-urgent queries, issues or concerns;	
reading my Programme information before contacting staff about things: I may already have the answer I need;	offering academic support to students and where necessary signposting students to specialist teams (e.g. Disability Support, Careers);
using appropriate language and forms of address in my e-mails whether to staff or students;	
being on time for taught sessions;	
letting tutors / line managers know if I'm going to be late or absent from any taught session or placement;	
discussing any longer-term absence with my Personal Tutor/Programme Leader/Line Manager	
responding promptly to requests from personal tutors to complete 'brag sheets' to support reference writing;	writing references for personal tutees when required in a timely fashion;
keeping mobiles off and out of sight in taught sessions (unless there is a specific reason for not doing this, one which has been shared with the relevant students/staff);	
respecting the facilities provided by BCU e.g. not using IT sessions/equipment for personal communications; respecting Library facilities such as 'quiet' zones & not eating within the Library.	