



Student Charter

2021/2022

Rushmore Business School

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Rushmore aims to enable students to realise their potential and help them to fulfil their objectives in life and further study.

Rushmore is committed to give a world class education to its students and help them unleash their potential for a bright and successful future

In order to achieve this, we need you to be an active partner in the learning process. This student charter has been designed to inform you about what you can expect from us and what we expect from you in return. The objective is to make your journey at Rushmore a positive and productive experience one.

Teaching, Learning and Assessment

We shall provide you with:

1. Accurate and up-to-date information about the content, teaching methods, costs, attendance and assessment requirements of your programme of study through guides and handbooks in hard and /or soft copies.
2. Learning outcomes for your programme including appropriate teaching and learning strategies and assessment methods.
3. Effective feedback on your assessment. Your work will be fairly and objectively marked. Coursework submitted on time will be marked and returned to you within the time period as specified for your course.
4. Access to equipment and other facilities required for your programme of study. In case of disability we undertake to make alternative provision.

Students are expected to:

1. Comply with the requirements of their course of study and the rules and regulations of the School.
2. Regularly attend and participate in their programme of study. They should show proper time management, meet deadlines and submit coursework on time.
3. Inform lecturers and administrative staff of any circumstances which might lead to late submission of coursework. Appropriate forms for extension to submission deadlines should be filled and submitted well before due date.
4. Use equipment and facilities with care and consideration for other users. Comply with regulations concerning their use and any health and safety requirements.

Quality Assurance and Participation

We shall provide you with:

1. Information on quality assurance procedures.
2. The opportunity to participate in the quality assurance procedures for your

programme of study and to evaluate the quality and operation of the programme. You will be expected to give your feedback on the quality of the programme and teaching effectiveness.

3. The opportunity to participate on different committees such as the student/teacher programme review board if you become a student representative.
Students are expected to:
 1. Participate in programme evaluation and provide constructive feedback to improve quality of performance.
 2. Participate in the election of student representatives on diverse committees. Elected representatives will be called upon to attend all meetings of relevant committees to convey the views of students on academic matters and other issues of interest.

Appeals, Complaints and Disciplinary matters

We shall provide you with:

1. Information about assessment and appeal procedures, filing of complaints, and disciplinary procedures.
2. Independent advice and support services in relation to any complaint, disciplinary and appeal hearings.
3. The assurance that any complaint, appeal or disciplinary matter will be dealt with fairly and impartially. Where justified, you can expect to be offered a reasonable and appropriate means of resolution or remedy.

Students are expected to:

1. Familiarise themselves with the complaint, appeal and disciplinary procedures.
2. Accept any reasonable resolutions to disputes.

Facilities and Services

We shall provide you with:

1. Access to teaching, library and IT facilities in accordance with health and safety requirements.
2. Access to a common area for recreation and for food and drinks.
3. Access to clean and equipped washrooms and toilets.
4. Up-to-date and accurate information on tuition fee status and/or other charges at the finance department.

Students are expected to:

1. Behave responsibly when using any facility or service and comply with relevant

- regulations.
2. Provide full, accurate and truthful information when applying for any payment facilities.
 3. Make known any changes in personal circumstances which may have any implications on their study.
 4. Pay promptly all fees and charges that are due.

Support and guidance

We shall provide you with:

1. Support and guidance to enable you to pursue your academic, vocational and personal goals and realise your potential. Details of these services are accessible in print and electronic publications.
2. An induction to the course of study and an orientation programme to Rushmore and its services.
3. Access by appointment to a personal tutor to help plan your learning programme and review your overall performance.

Students are expected to:

1. Take part in orientation and induction programmes.
2. Make timely and responsible use of the various support and guidance services provided.

Equal opportunities

You can expect us to:

1. Promote access to our premises and services to all who can benefit.
2. Encourage equality of opportunity by creating a diverse learning environment within which individual characteristics are recognised and valued.
3. Eliminate unfair discrimination in recruitment and admissions processes and in assessment decisions.
4. Have selection criteria for admission based on merit, qualification, experience and potential.
5. Provide pre-admission advice and information for disabled students and support after admission.
6. Create a community free from discrimination and harassment often associated with age, gender, religion, beliefs, disability, ethnicity, marital status or sexual orientation.

Students are expected to:

1. Provide information to the institution about needs and commitments which may affect their participation in a programme of study and/or require Rushmore to make reasonable adjustments to enable their participation.
2. Ensure that their behaviour does not offend, discriminate or harass any other student or member of the organisation.

Health and Safety

We shall provide you with:

1. A safe and clean environment. Rushmore is committed to ensure the health, safety and welfare of all students, employees and visitors.
2. A smoke-free environment.
3. Regular information and training with regard to safety.

Students are expected to:

1. Take responsibility for their own health and safety and that of others who may be affected by what they do or fail to do.
2. Be aware of the wellbeing of their friends and fellow students.
3. Promptly report any serious illnesses or hospitalisation.
4. Provide contact details of close relatives/ friends to contact in case of emergency.