



The University Centre at...



# Student Charter

**This student charter sets out the way in which everyone will work together to make your time in the University Centre enjoyable, successful and rewarding.**

**We are committed to developing a community of learning where staff and students work as partners, ensuring that everyone has a sense of belonging and that they have the opportunity to reach their full potential.**

## Values: Diversity, Respect and Communication

We will:

- Treat you as an individual and with respect
- Provide a safe and inclusive environment for everyone without prejudice or discrimination
- Offer support to help you manage any health and welfare issues
- Ensure all communications are open, honest and accurate
- Provide opportunities for a voice in your student experience
- Keep your personal information as confidential, unless we are legally bound to disclose or have your consent

You will:

- Treat all staff and other students with respect
- Accept the diversity of all staff and fellow students without prejudice or discrimination
- Be open, honest and accurate during all communications with the college
- Engage in activities to provide feedback on your programme and your student experience
- Treat the college environment with respect for the comfort and safety of both staff and students

## Learning and Teaching

We will:

- Allocate a designated Academic Advocate to guide your progression and provide support
- Employ staff who are well qualified to provide high standards of teaching
- Provide a wide range of approaches to learning and teaching that suit your needs
- Provide programme and module handbooks containing information relevant to your studies
- Provide access to learning resources and support to help you develop your learning

You will:

- Attend and prepare for classes and participate actively in seminars and group work
- Take responsibility for your own independent learning, inform us about any additional needs you have and seek any additional support, if required

[continued >](#)

Working in Partnership with



# Student Charter (continued...)

## Assessment & Feedback

We will:

- Provide clear information about learning outcomes, marking criteria, academic standards and how your progress will be ensured
- Ensure that your work is assessed fairly and consistently
- Provide you with constructive, developmental feedback with opportunities to discuss further

You will:

- Complete all assignments and submit on time
- Produce work that is your own, sourcing appropriately the work of others
- Ensure that you adhere to the relevant academic regulations and familiarise yourself with the academic offences, misconduct and appeals processes
- Reflect on your feedback and use it to inform your future work

## Personal Development and Employment

We will:

- Provide encouragement, advice and signposting to enable you to plan and prepare for your future
- Provide opportunities for you to develop skills relevant to your chosen career
- Offer a range of student enhancement activities and opportunities to support your transition into higher education and enhance your studies

You will:

- Actively participate in organised activities to enhance your development and employability
- Accept responsibility for seeking out opportunities to develop and reflect upon your employability skills

**Students and staff will find it useful to refer to this Student Charter alongside additional documentation you will receive as part of your chosen programme. Awarding body and programme level information contained in your student handbook, programme specification, programme handbook and awarding body regulations will provide more detailed information to help you to succeed with your studies.**

We hope that you have an enjoyable and enriching year!

This Student Charter has been developed by both University Centre staff and members of the University Centre Student Experience Group (SEG).

## Resolving Problems and Concerns

We will:

- Handle any problems and concerns you might have in a professional, fair and timely manner
- Provide you with clear responses to queries raised
- Give you information about relevant College and awarding body procedures
- Deal with complaints, appeals and disciplinary issues in line with relevant codes of practice or academic regulations

You will:

- Seek to resolve any problems informally, with the person(s) concerned
- Discuss any issues with the University Centre staff and those within your programme area and/or your Student Representative, where appropriate
- Use the formal complaints and appeals procedures responsibly for matters that cannot be resolved informally

## Financial Matters

We will:

- Provide you with clear information about tuition fees
- Offer help and guidance in dealing with student finance information and ensuring that you are aware of the support available to you

You will:

- Pay tuition fees and charges when due
- Provide accurate information in relation to your circumstances upon enrolment and inform us promptly of any changes in your financial situation during your studies.