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## Student Charter

The University is a community of individuals, both staff and students, with rights and responsibilities that help determine the ability of the University to maintain and enhance its fundamental role of teaching, learning and research.

This Student Charter has been created by the University to encourage the commitment of all staff and students to the principle of partnership and to make clearer the basis on which that partnership rests. Such individual commitment will foster a lively and constructive interaction and enhance the whole life of the University.

### At all times ...

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The University will

- be prompt, efficient, effective and courteous in its dealings with you
- 
- provide equality of treatment for all regardless of age, class, creed, ethnic origin, nationality, gender, marital status, or sexual orientation
- 
- apply the same academic criteria to people with disabilities as to all other applicants and students, and will aim to equalise their opportunities by working towards a supportive and accessible environment
- 
- seek to provide an atmosphere conducive to learning, and free from harassment and discrimination
- 
- treat you as a partner in a life-long process of self-development and enable you to continue your association with the University after you leave
- 
- take all reasonable steps to provide a safe, secure and healthy environment and one in which energy and other resources are conserved
-

- safeguard all the personal information you provide and comply with the requirements of the relevant government regulations
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As a student you should

- *be prompt, efficient, effective and courteous in your dealings with the University, its staff and your fellow students*
- 
- *help to create and maintain an atmosphere conducive to learning and an environment which encourages equality of treatment*
- 
- *inform the University at the earliest opportunity of any disability you have which may affect your opportunities as a student*
- 
- *use to the full your opportunities for self-development*
- 
- *use the facilities and resources of the University, whether in departments or centrally, with respect and consideration for all other users*
- 
- *take personal responsibility for promoting a safe, secure and healthy environment and the conservation of scarce resources*
- 
- *comply with the terms of all University regulations*
- 
- *ensure that the Academic Dean's Office has up-to-date home and local addresses for you*
- 
- *consider retaining your association with the University after you leave*
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**When you begin your programme of study and at key points during it ...**

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The University will

- give you clear and timely information in written form about
- - the broader aims and objectives of any degree or diploma or certificate programme for which you are registered, the choices of modules and units available, the means by which the programme will be assessed overall and the criteria which will be used
  - 
  - the aims and objectives of each individual module or similar unit of study and what you should be able to achieve by the end of it

- 
- the methods by which the module or unit will be assessed and the criteria which will be used
- 
- the teaching and learning methods which will be used and the means by which more general skills (such as working in teams and making oral presentations) will be developed and assessed
- 
- the computing, library and other academic services which exist and the levels of service they will provide
- 
- give you clear and timely information in written form about
- - any professional recognition which is available on successful completion of a particular programme of study
  -
- identify the staff who are responsible for individual modules or units and for programmes of study overall or who undertake other duties of relevance to you and explain how they can be contacted
- 
- explain the means by which your views on individual modules or units, on programmes of study overall and on other aspects of your experience will be sought - both individually and corporately through representatives on committees - and how information on the responses to those views will be fed back to you
- 
- describe how you will be provided with systematic information on your individual progress, on your areas of strength and weakness, and on the means by which you can improve your performance
- 

As a student you should

- *ensure that you read and retain the information provided, regularly check relevant notice boards and seek clarification of anything you do not understand*
- 
- *attend all lectures, seminars, tutorials, laboratory classes and other teaching sessions, unless they are explicitly stated to be optional*
- 
- *complete promptly the academic work requested of you, particularly that which contributes to your formal assessment, and attend all examinations*
- 
- *be willing to experiment with different ways of teaching, learning and assessment and take joint responsibility with the University for developing your abilities as an independent learner*

- 
- *participate fully and constructively in the opportunities provided for you to give your views on the modules or units you undertake, on your programme of study overall and on your educational experience more generally so that provision may be improved for you and your successors*
- 
- *ensure that any paid employment that you undertake during term-time amounts to no more than 10 hours per week so that your studies are not affected*
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**To support you during your period as a student ...**

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The University will

- provide a range of personal support services itself, or in conjunction with other universities and collaborating organisations (e.g. Suzhou Industrial Park Education Investment Company (SIPEDI)), including services in the following areas:
- - Academic advising
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  - Careers
  - 
  - Health
  - 
  - welfare and sources of personal financial advice
  - 
  - Counselling
  - 
  - Accommodation
  - 
  - Recreational facilities
  - 
  - Social and cultural events
  -
- provide information about how to access more specialist services which may be provided in the local community or by national bodies
- 

As a student you should

- *take responsibility for seeking the support you believe you need*
- 
- *take seriously advice that you would benefit from seeking particular kinds of support*

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### **To involve you in the decisions affecting you ...**

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The University will

- provide representation for students at programme level
- 
- provide feedback on the outcomes of representation made by students
- 
- provide advice and training for those who act as student representatives
- 

As a student you should

- *provide information and opinion to the students who represent you and give them your encouragement and support*
- 
- *consider whether you yourself should stand for election as a student representative*
- 
- *present the views of your colleagues fairly and constructively if you act as a student representative*
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### **If things go wrong ...**

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The University will

- promote effective means of resolving the majority of difficulties at the level of the academic or service department where the problem occurred and provide a clear and equitable procedure for formal complaints when such problems remain unresolved
- 
- provide advice about the implications of requesting permission to change programme, suspend your studies or withdraw from the University
- 
- explain how decisions are made about students whose academic progress is unsatisfactory and the part the student plays in those procedures
- 
- operate a clear and equitable academic appeals procedure for students

- 
- operate a clear and equitable student disciplinary procedure
- 

As a student you should

- *normally begin to deal with any complaint you may have by talking to the individual or individuals concerned and then, if necessary, to the person in charge of the area involved*
- 
- *seek advice immediately when your academic progress gives you, or the staff who teach you give you, cause for concern or if you think you may wish to change your programme, suspend your studies or leave the University*
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