



<i>Academic Board</i>

9 July 2014

OPEN BUSINESS AGENDA

Student Charter

Purpose: To consider and re-approve the Worcester Charter for Students

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Action/decision required: To re-approve the Worcester Charter for Students

1. Introduction

- 1.1 The Coalition Government stated that it is committed to improving the quality of higher education teaching and the information provided by HEIs to students.
- 1.2 In July 2010 the Coalition Government created a task and finish group charged with developing guidance for university and higher education college charters. The group reported to the government in February 2011 with recommendations for the sector on what individual agreements might cover, and guidance which institutions and student unions could use in the preparation, design and use of student charters and other forms of agreement.
- 1.4 Student Charters are designed to provide “information for students when they are starting a course – and during the course – so they know what they can expect and what is expected of them.”
- 1.5 In 2012 Academic Board approved the updated Student Charter and there is an expectation that the University and Students’ Union will review and re-approve the Charter annually.

2. Recommendations

- 2.1 That Academic Board re-approves the Student Charter.
- 2.2 That the Charter is widely published including on the University web pages, Students’ Union web pages, and Student Handbook.
- 2.3 That Learning Teaching and Student Experience Committee give further consideration to how the Charter could be used more effectively during new student induction.

The Worcester Charter for Students

The University of Worcester seeks to be an outstanding university at which to be a student and will provide an outstanding educational experience through inspiring and relevant teaching and research. This Charter sets out the implications of those commitments for the University, the Students' Union and every student working together in a spirit of partnership. The Students' Union works with the University in their mutual interest of continually improving the educational experience of students.

The Charter is intended to be a signpost, rather than a comprehensive source of information. To ensure the continued relevance of this Charter, it is reviewed annually by the University's Academic Board and the Students' Union Council.

Culture and expectations

Staff of the University, Students' Union and Students on University awards will:

- Interact with students and colleagues fairly and respectfully
- Accept responsibility for their actions
- Show fairness, professional impartiality and diligence
- Value diversity across disciplines, cultures and expertise
- Be respectful in their dealings with staff and students, clients and those in the local community
- Be committed to, and exercise responsibility for, their own personal, academic and professional development, taking into account any relevant professional standards
- Accept and take due account of feedback, given in whatever form
- Respect the physical environment and property of the University and Students' Union and contribute in a positive way within the local community
- Be aware of all documents published by the University and the Students' Union which relate in any way to being a student and/or a member of the Students' Union e.g. University [regulations and procedures](#) and [Students' Union constitution](#) etc
- Aim for excellence in educational endeavours

Teaching and engagement

Staff of the University and Students Union are committed to the delivery of high standards of teaching, support, advice and guidance. Opportunities for regular continuing professional development exist for all staff.

Staff will make clear the contact hours and any detailed attendance requirements in the module outline issued at the beginning of the module. Students are expected to attend induction, participate in timetabled classes and attend meetings with tutors etc. On occasion it may be necessary to be absent from teaching and students will seek agreement from their tutors, in advance, when practicable. On occasion, it may be necessary to cancel classes and the University will follow the procedures stated in the [class cancellation policy](#) if this is necessary.

The curriculum will include access to activities that will enhance employability and personal development.

The University will provide library, IT facilities and support.

Students are also expected to take responsibility for managing their own learning: actively engage in their course; ensure they spend sufficient regular time in private study, and participate fully in group learning activities.

Assessment and Feedback

Staff at the University will make clear the detailed assessment criteria and tasks in module outlines.

Students are expected to submit all assessed items or if appropriate bring to the attention of the University details of any mitigating circumstances for consideration or when appropriate seek an extension by stated deadlines.

Staff will usually provide feedback to students within a timely way twenty working days. Students should actively seek and [use feedback for their academic development](#).

Course Management

All students will have access to a course handbook which will set out the formal requirements of the course along with information on [academic appeals and complaints](#).

Staff at the University and Students' Union will encourage and support student participation in academic development and course management through the election of [student academic representatives](#) (StARs). Students are expected to support StARs and participate in systems which will lead to improvements in the quality of learning and teaching such as [the module evaluation process and annual survey of students including the National Student Survey](#).

Support for students

The University seeks to provide outstanding support through [academic tutoring](#) and a highly professional range of services to support students including access to counselling and advice on: health and welfare; accommodation; academic guidance, finance and careers etc in order to assist students with academic and welfare problems.

In addition the [Students' Union](#) will provide independent support for students who encounter academic or welfare problems. They will also provide a range of clubs and societies to enhance students' personal and professional development.

The University will make clear to students the course costs, payment options and deadlines, and an estimate of necessary [additional costs](#) associated with the course. Students are expected to make prompt payment of charges made by the university.

Further Information

Many of the areas referred to in the Student Charter are described in more detail in other University documents.

Should you have any difficulties interpreting these documents, advice and support are available from a range of sources including your Academic Tutor and the Students' Union.