

## **STUDENTS' CHARTER 2013/14**

### **INTRODUCTION**

*Our one overriding ambition is to put students at the heart of everything we do and to work in partnership to provide an excellent student experience, which will support you to achieve your academic and personal goals in order that you may fulfil your potential. Our Students' Charter, developed in collaboration with the Students' Union, has a key role to play in supporting the delivery of this ambition. As a result, and on behalf of our University, I give my full support to the commitments set out in this document and encourage you to do the same.*

*I wish you success in your studies with us and that you enjoy a great student experience here at Staffordshire University.*

*Professor Michael Gunn, Vice Chancellor*

*Your experience at Staffordshire University is our number one priority and we focus all our efforts into making sure you have enough opportunities to make it the best it can be. To do this we have worked in partnership with the University and produced a document that clearly explains what is expected of everyone to create the best student experience.*

*This means the Student Charter you're reading now sets out commitments and expectations that need to be delivered and met by the University, the Union and by you as a Student.*

*The Student Charter will help ensure that your University will equip you with the skills and knowledge you need in the most student focused way possible; that your Union will continue to represent you and ensure you have all the resources you need to maximise your potential; and that you will play an active and respectful role in your learning and in the wider student body.*

*In order to truly benefit from this Charter, we need you to join us as active partners in this arrangement to make this a force for good at Staffordshire University. Your Students' Union is always here for you and everyone's commitment, we can all benefit from the partnership between Students, the University and your Students' Union.*

*Rochelle Owusu-Antwi, Students' Union President 2013-2014*

This Charter has been produced jointly by the Students' Union and the University. It sets out the University's commitments to you and also your responsibilities as a student. The University is committed to putting students at the heart of everything that we do and this Charter supports that aspiration. The Students' Union and the University will review the Charter on annual basis.

### **Your University will:**

- Recognise, respect and value your contribution to the University community.
- Retain its commitment to the values of equality, diversity, social inclusion and mobility.
- Be courteous, fair and prompt in all our dealings with you.
- Take all reasonable steps to provide a vibrant, healthy, safe, accessible, inclusive, equitable and sustainable learning environment, free from harassment or discrimination of any kind.

- Work in partnership with you as a co-producer of learning in a spirit of openness, integrity, honesty and professionalism.
- Involve students in the development of our curriculum.
- Equip you with the skills, attributes and capabilities to enhance your future career and lifelong learning.
- Produce graduates with subject specific knowledge and skills who are employable, enterprising and entrepreneurial.
- Improve your career development opportunities by ensuring that our links with other organisations generate opportunities for work experience and volunteering.

### **Your University will provide:**

- A high quality learning experience, with qualified, skilled and professional staff who make a real difference to the curriculum.
- Appropriate access to the physical, technical, learning and human resources that you need for your studies.
- Where it is appropriate to do so, opportunities to allow you to study in a way, a place and at a pace that suits your needs.
- Meaningful and timely feedback on your work.
- Opportunities for you to contribute to decision making across the University.
- A range of high quality services and facilities that enhance your student experience.
- Professional advice, guidance and support services.
- Access to a wide range of cultural, social and sports opportunities.

### **Your Students' Union will:**

#### **Represent your views, concerns and aspirations by**

- Always remaining student led, electing student representatives freely and fairly to lead the organisation.
- Understanding your needs and striving to be present and available for you.
- Being open, transparent, inclusive and treating all students equitably.

#### **Campaign, educate and advise on the issues that matter to you by**

- Working in partnership with the University as a critical friend and challenging them appropriately.
- Always being willing to adapt and change to be the best Union for you.

#### **Ensure you have quality space, opportunities and services available by**

- Committing to engage all students.
- Providing and directing you to volunteer opportunities.
- Providing high quality, good value services that are relevant and accessible.

#### **Encourage you to interact through cultural, recreational and sporting activities by**

- Bringing our diverse groups of students together through shared interests.

- Offering both participative and competitive sporting opportunities.

**Enable you to develop, grow and achieve your goals**

- Providing and guiding you to opportunities that will help you improve your skills and life experience.
- Offering training and development opportunities to our student staff.

**As a student you will:**

**Recognise that you are part of a learning community and respect those around you by**

- Treating others with tolerance, dignity and respect, either in person or virtually.
- Using and adhering to all University regulations and policies.
- Respecting your environment, either on or off campus.

**Play an active role as a partner in your learning by**

- Attending all appropriate sessions and engaging in your learning proactively.
- Committing to an appropriate amount of independent learning.
- Checking your University email account and the virtual learning environment on at least a weekly basis.
- Meeting all agreed deadlines and timeframes.
- Seeking and giving feedback on your work and time at the University.
- Taking advantage of work experience, placement and volunteering opportunities.
- Paying fees and charges that are due within agreed time frames.
- Committing yourself to acquire the attributes of the 'Staffordshire Graduate'.

**Take responsibility for seeking appropriate support and guidance by**

- Asking for help as soon as possible if you think you need it.
- Providing the University with up to date information about yourself.
- Ensuring you are well informed as to your responsibilities and rights as a student.

**Finally if you have any questions about the Students' Charter, regarding either the commitments made by the University or the Students' Union, please contact us at [charter@staffs.ac.uk](mailto:charter@staffs.ac.uk)**

NM – September 2013

**Equality issues have been taken into account during the development of this policy and all protected characteristics have been considered as part of the Equality Analysis undertaken.**