



UNIVERSITY OF
GLOUCESTERSHIRE



Student Charter 2019/20

What can you expect from university?

Introduction

Our Student Charter aims to:

- explain in simple terms what all our students can expect from the university
- outline what is reasonably expected of students by the university
- be an effective signpost for our students to help them access a range of information that will help them throughout their studies
- reflect the university's key values, which are outlined on this page.



Nurture

We are committed to nurturing the holistic development of our students and staff – their academic, social, emotional, physical, cultural and spiritual wellbeing.

Creativity

We pursue excellence in the generation of new knowledge and encourage creativity, fun and the exploration of truth.

Sustainability

We are dedicated to creating sustainable futures within a flourishing university.

Service

We are responsive to the needs of all stakeholders and strive to enhance all aspects of our services to students, communities and the organisations that we work with.

Respect

We value each member of the university and are committed to relationships characterised by respect for the individual.

Trust

We promote a climate of trust and accountability underpinned by a commitment to open, honest and transparent communications.

This Charter outlines our commitment to providing a quality student experience, to supporting equality and diversity, and to building a strong sense of community within the university for our students.

It also highlights our commitment to the sustainable development of the local communities of which we are part, as well as playing an effective role in the wider sustainability agenda.

This document has been developed in accordance with the recommendations from the Government's 'Student Charter Group' that reported in January 2011, and in full partnership with the Students' Union. The Student Charter is reviewed and approved annually by the university's Academic Board.



1. In general

You can expect:

- to be able to fully participate in the academic and social life of the university
- to be treated with courtesy and fairness, and in a timely manner
- to experience a safe and secure environment, free from harassment, victimisation or discrimination of any kind
- to be actively supported when you need help
- the university to use your learning data in a responsible way, and on occasion to use this data to enable you to better understand how you are engaging with your studies or programme
- to receive timely communications from the university about any significant changes being made to your studies or course.

We expect you:

- to take an active part in our supportive educational community
- to be considerate and respectful to our diverse community of students, staff members and visitors
- to be aware of and considerate to the local communities of which we are a part
- to not bring the university into disrepute, and to abide by the university's Code of Conduct at all times - this includes your behaviour while online, and both on and off campus
- to enrol on an annual basis, and to pay any monies owed to the university on time.

2. Your studies

You can expect from the university:

- an experience that will be challenging, stimulating and invigorating, in which you are part of a supportive learning community
- staff that are professional, well qualified and who demonstrate currency in both their knowledge of their subject and their understanding of student learning
- access to an online learning environment giving you access to a wide range of information and resources to enrich your learning
- libraries that effectively support your learning through a wide range of resources, with specialist staff that are focused on your needs
- to receive all necessary information about your studies in a timely manner
- an induction programme at the beginning of your studies to give you a strong foundation for success
- to receive effective and timely feedback on your academic work
- to receive effective representation on matters related to your studies through the Course Representative system and other student representatives

- an academic member of staff to engage with you and to act as either your Personal Tutor or Academic Supervisor for the duration of your course.

You can expect from the Students' Union:

- appropriate support and representation through informal and formal procedures (including the Student Representative system) regarding academic provision, resources or assessment
- representation of the student body through elected officers sitting on university boards and committees to help ensure high quality academic quality and standards
- the leadership of an annual Student-Led Staff Award scheme, incorporating the views of the student body for the development and sharing of excellent academic practice and support services.

We expect you:

- to participate fully and appropriately in the learning activities of your studies, and to meet all attendance, engagement, study and assessment requirements

- to be aware of and comply with all regulations and procedures governing your course/studies
- to reflect on the feedback you receive from your assessments and any submitted work to inform your future work and develop your skills
- to engage with your Personal Tutor or Academic Supervisor throughout the duration of your studies, attending meetings as required
- to act honourably and respect the spirit of academic integrity towards your assessments including only submitting work that is your own in its entirety, and when claiming any dispensation through the extenuating circumstances process
- to be aware of and comply with our regulations governing the use of libraries, computing and networking facilities
- to be aware of and comply with the university's principles and procedures governing ethics and integrity in research and assessment.

3. Your development

You can expect from the university:

- to be able to access a range of advice, interventions and support services that better enable you to be well equipped for graduate/professional level employment upon the completion of your studies
- access to a range of practical work-based experiences that are either linked directly to your studies or that you can freely access to build your capabilities
- where appropriate, your course or academic department to have direct links with relevant professional accrediting bodies, so that wherever possible you will be viewed as highly qualified by employers
- a range of opportunities open to you to actively engage in and be recognised for volunteering, leading student-led projects, and representing your peers - such opportunities can enhance your student experience and develop your skills
- access to a wide range of support to enhance your study skills to give you the best chance of academic success.

You can expect from the Students' Union:

- the continuing development of its JobShop service, to support you in finding part-time employment that fits around your studies
- the opportunity to experience and participate in the governance and management of the Students' Union as an elected officer or trustee
- student-led sports clubs and societies in which you can develop a range of skills and experience through being elected to a leadership role
- the opportunity to gain formal recognition for significant engagement within Students' Union-led co-curricular activity.

We expect you:

- to be proactive in utilising the services and opportunities available to build your skills and experiences beyond your studies, so that you have the greatest chance of achieving success in the employment market once your studies are complete
- to respect and abide by the policies of any workplace or organisation in which you may be engaged via work experience or voluntary positions through the university.



4. Your student life

You can expect from the university:

- access to easy-to-find high quality confidential and appropriate support, advice and guidance on issues that affect you while you are a student
- a range of support services that will support your wellbeing, health and welfare
- high quality facilities and services that enhance your student experience
- an academic member of staff to engage with you and to act as either your Personal Tutor or Academic Supervisor for the duration of your course.

You can expect from the Students' Union:

- support and advice through an elected full-time officer and a number of executive officers on non-academic issues
- welfare-related campaigns and services, and effective referral to local organisations and advice services
- a strong partnership with the Student Services department to ensure the non-academic needs of students are met
- social experiences through the provision of Students' Union events, sports clubs and student societies
- a permanently available and updated calendar of events throughout the academic year.

We expect you:

- to be proactive in seeking out any personal support that you may feel you need
- to advise the university of any circumstances, needs or restrictions that may affect your successful participation in the university, whether they be pre-existing or new, in order that we can support you effectively
- to behave responsibly when representing the university at sporting, cultural or other events
- to respect and abide by the published policies and constitution of the Students' Union.





5. Your views

You can expect from the university:

- to have opportunities to provide feedback to the university on the quality of its academic programmes and support services
- to be represented by students in the committee structure of the university
- to have at least one fully trained student representative for your course/area of study
- to have the opportunity to become involved as a student representative should you so wish
- that copies of minutes from official committee meetings are available on its website
- that clear and transparent information is provided on action taken in response to student feedback.

You can expect from the Students' Union:

- to lobby on behalf of the student body on appropriate issues
- training for all student representatives to ensure that you are represented effectively
- transparent and well-managed election processes to ensure that you are able to participate in the selection of your representatives
- effective and accessible mechanisms in place so that you can give feedback about your student experience
- real opportunities to shape the Students' Union through its democratic process, and its Student Executive, Board of Trustees or other elected officers and committees.

We expect you:

- to support student and Students' Union representatives and to make them aware of your views, in order that they can represent you effectively
- to take part in the election processes for student and Students' Union representatives
- to engage with the feedback mechanisms that the university uses to gauge student opinion (eg Annual Course Evaluation (ACE), National Student Survey (NSS), Postgraduate Taught Experience Survey (PTES), Postgraduate Research Experience Survey (PRES)).

6. Your concerns or difficulties

You can expect from the university:

- to be able to make a complaint or lodge an appeal using the official procedures without fear of any recrimination
- information about all of the university's student-related procedures to be easily accessible on the university website
- to be treated fairly and reasonably with respect and courtesy if you participate in any university investigative or disciplinary procedures.

You can expect from the Students' Union:

- confidential and impartial advice, support and representation through any appeals, complaints or academic breach procedures
- representation on appeals and complaints panels, ensuring all processes are fair and just.

We expect you:

- to follow the procedures closely, and wherever possible to provide relevant key facts and supporting evidence within the specified timescales
- to act with respect and courtesy if you are involved in any university procedures
- not to make any malicious or vexatious complaints or allegations.

There is an expectation that students will behave in accordance with the university Code of Conduct, and that students should expect the university to invoke its investigatory/disciplinary procedures should any students breach the Code.



More information

More details on the content of this document and a wide range of further useful university information and student-related policies can be found on our Student Charter webpage: glos.ac.uk/studentcharter

We hope that you find this Student Charter useful and relevant, and we would welcome your suggestions on how we could improve it. You can give such feedback either through your elected student representatives or by email: studentservices@glos.ac.uk



Further helpful information

Useful university links:

Student Charter
glos.ac.uk/studentcharter

Student Services
glos.ac.uk/support

Students' Union
uogsu.com

Student Contract 2019-20
Engagement and Attendance Policy
Learning Analytics Policy
glos.ac.uk/docs

Useful external links:

National Union of Students (NUS)
nus.org.uk

Office of the Independent Adjudicator
oiahe.org.uk

Student Loans Company
slc.co.uk

Student Finance England
gov.uk/student-finance-register-login

Student Finance Wales
studentfinancewales.co.uk

Student Awards Agency for Scotland
saas.gov.uk

Student Finance Northern Ireland
studentfinancenir.co.uk

Vitae: Support for Researchers
vitae.ac.uk





glos.ac.uk