



SEC15D26/SEC15A004

UNIVERSITY OF EAST ANGLIA STUDENT CHARTER

The University of East Anglia's commitment to providing an exceptional student experience depends upon a dynamic and effective partnership between its staff and students. Our Student Charter outlines the nature of this relationship by setting out what you as a student can expect from the University and, in turn, what is expected of you. The Charter, jointly developed by the University and UEA Students' Union (UEA|SU) does not constitute a legally binding document but provides an overview of our mutual responsibilities and obligations in establishing an outstanding and vibrant community of learning from which all may benefit. The Student Charter is updated annually to reflect changes in language and terminology and reviewed in full every 5 years to ensure that it continues to reflect our shared aspirations and values.

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The Charter focusses on four key aspects of the student experience:

1. Diversity, Respect and Community

At the University of East Anglia (UEA) you will be part of a diverse community where staff and students are expected to communicate openly and honestly with each other and treat one another with respect. To be socially conscious, globally aware and mindful of the environment and sustainability are equally fundamental values of the University.

UEA, in partnership with UEA|SU, undertakes to:

- Foster a community where staff and students treat each other with mutual respect, dignity and professionalism regardless of age, disability, gender identity, race, sexual orientation, religion or belief;
- Respond swiftly and fairly to any allegation of discrimination or other concerns you raise;
- Develop our campus as a safe, welcoming and accessible environment.

In turn, as a member of the UEA community, you are encouraged to embrace and promote this ethos. You are expected to respect the rights and property of the University, of its members and of others who use our facilities, in accordance with relevant policies and regulations.

2. Teaching, Learning, Research and Assessment

At UEA you will be an active partner in your education. You will have the chance to enhance both your academic and professional skills, and your knowledge and understanding through engagement with a wide range of flexible learning opportunities such as teaching events,

assessment tasks, research activities, placements and new technologies. Our education integrates employability skills into your learning via the curriculum.

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UEA, in partnership with UEA|SU, undertakes to:

- Deliver consistently high standards of teaching, research supervision and academic advice and guidance;
- Give you a voice in your learning through representation at course, School, Faculty and institutional levels both individually and through UEA|SU;
- Provide you with clear and concise information relating to your studies;
- Ensure that you receive challenging but fair and transparent assessments, and constructive and time-sensitive feedback on your work;
- Ensure that you have a named Personal Adviser or Supervisory Team to help support and guide you academically and to provide appropriate pastoral advice and/or informed referral to others including the Dean of Students' Office;
- Provide clearly defined access to learning resources including library and IT facilities;
- Provide well-defined and transparent procedures for academic appeals, complaints and any disciplinary matters, including those where professional requirements have to be met and offer access to independent advice and support from the Union Advice Centre.

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In turn you are expected to take responsibility for managing your own learning by engaging with your course, adopting principles of academic integrity, engaging with module evaluation and being familiar and complying with the relevant academic regulations for students including those specific to your course.

3. Personal Development and Employment

At UEA you will be given the opportunity and the appropriate information, advice and guidance to support you in developing your personal and transferable skills through a wide range of activities.

UEA, in partnership with UEA|SU, undertakes to:

- Provide a wide range of opportunities for you to develop your personal and employment-related knowledge, skills and understanding through both the curriculum and extra-curricular activities, including work experience and volunteering within the wider community;
- Provide a careers service with professional staff who are able to help you develop and articulate your skills, search for employment and network with employers;
- Promote and support the continuing professional development of University staff, including those in an advisory or supervisory role, so that they in turn can best support the development of your learning and skills;
- Facilitate and support the organisation of a wide range of student-led sports clubs and societies.

In turn you are expected to engage actively with and reflect upon your own personal and professional development in order to derive full benefit from your time at university.

4. Support for Students

At UEA you will be provided with a variety of academic, administrative, and pastoral support services to help you achieve your personal and academic goals.

UEA, in partnership with UEA|SU and the Dean of Students' Office, undertakes to:

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- Provide you with a wide range of general and specialist services that offer non-judgemental and confidential information advice and guidance in areas that include:
 - Academic skills development;
 - Mental and physical wellbeing;
 - Disability and specific learning difficulty;
 - Spirituality and faith;
 - Finance;
 - International student matters;
 - Housing on and off campus;
 - Safety and security;
 - Student family matters.
- Make such services as accessible as possible by offering a range of delivery methods (for example, one-to-one appointments, workshops and a range of paper-based and electronic resources).

In turn you are expected to seek appropriate advice and support when you think that you may need it and/or when others recommend that you do so.