

LTC15D201

Title: UEA Student Charter
Author: Becky Fitt
Date: 12 May 2016
Circulation: LTC – 6 July 2016
Agenda: LTC15D1007
Version: Final
Status: Open

Issue

Annual Review of the UEA Student Charter.

Recommendation

The Committee is asked to approve the changes made to the current Student Charter. The changes include suggestions put forward by the Student Experience Committee (SEC), which considered the revised Student Charter on 27 April 2016.

Resource Implications

There are no resource implications for the University.

Risk Implications

N/A

Equality and Diversity

N/A

Timing of decisions

Endorsement by the Committee at its June meeting will enable an updated version of the Student Charter to be added to the University's website and to the Academic Calendar for 2016/17.

Further Information

For further information please contact Becky Fitt (Learning and Teaching Manager) on 01603 591157 or email r.fitt@uea.ac.uk

Background

A considerably revised UEA Student Charter was introduced for the 2014/15 academic year; it has been revised for 2016/17 to incorporate changes in language and terminology, and to provide clarification of the review schedule.

Attachments

UEA Student Charter for 2016/17



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.

Commented [BF(1)]: Change of acronym.

Commented [BF(2)]: Change: Annual updates, with full periodic reviews. Periodic reviews shown as 'every 5 years' in keeping with University's review timeframe. However, other timeframes were raised - annually and every 3 years.

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 [programme of study](#) learning via the curriculum.

Commented [BF(3)]: Change: New sentence added.

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 [Student Support Service](#) [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.

Commented [MP(4)]: Delete 'Personal

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 [insight understanding](#) through both the curriculum and extra-curricular activities. [This includes, including](#) work experience, ~~and~~ volunteering with ~~in~~ the wider community [and participation in the UEA Award](#);
- Provide a careers [guidance service](#) [and with](#) professional [support staff who are able](#) to help you develop [your career management 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 [Student Support Service-Dean of Students' Office](#), undertakes to:

- 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.