

Student Charter

1.4 – November 2021

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PLEASE NOTE

This policy is still to be approved by the current student body and is subject to change.

Creation and Revision History

To be reviewed annually by Head of Student Services. Next review due July 2022.

Version	Owner	Purpose/Change	Date
1.0	Simon Duckworth, Head of Student Services	Created	June 2015
1.1	Simon Duckworth, Head of Student Services	Review and rebranding	July 2016
1.2	Simon Duckworth, Head of Student Services	Addition to section 3.3	January 2017
1.3	Simon Duckworth, Head of Student Services	Annual review	July 2017
1.4	Simon Duckworth, Head of Student Services	Review – see note	November 2021

1 Introduction

- 1.1 INTO 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 INTO University of East Anglia (INTO UEA) and, in turn, what is expected of you. The Charter, jointly developed by INTO UEA and the University of East Anglia (referred to together as "the University"), 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 regularly reviewed to ensure that it continues to reflect our shared aspirations and values.
- 1.2 The Charter focusses on four key aspects of the student experience:
- Diversity, respect and community
 - Teaching, learning and assessment
 - Personal development
 - Support for students

2 Diversity, Respect and Community

- 2.1 At INTO 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 and globally aware are fundamental values of the University.
- 2.2 INTO UEA, in partnership with the University of East Anglia, 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; and
 - Develop our campus as a safe, welcoming and accessible environment.
- 2.3 In turn, as a member of the University 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.

3 Teaching, Learning and Assessment

- 3.1 At INTO UEA you will be an active partner in your education. You will have the chance to enhance both your academic and professional skills, your knowledge and understanding through engagement with a wide range of learning opportunities such as teaching events, assessment tasks and practical activities.
- 3.2 INTO UEA, in partnership with the University of East Anglia, undertakes to:
- Deliver consistently high standards of teaching, academic advice and guidance;
 - Give you a voice in your learning experience through the Staff/Student liaison committee, Programme sub-committees and INTO student surveys;
 - Provide you with clear and concise information relating to your studies;

- Ensure that you receive challenging but fair and transparent assessments, and constructive feedback on your work;
 - Ensure that you have a named Personal Tutor to help support and guide you academically and to provide appropriate pastoral advice and/or informed referral to others including UEA Student Services and Students Union;
 - Provide clearly defined access to learning resources including library and IT facilities; and
 - Provide well-defined and transparent procedures for academic appeals, complaints and any disciplinary matters and offer access to independent advice and support from the Union Advice Centre.
- 3.3 In turn you are expected to take responsibility for managing your own learning by fully engaging with your course, adopting principles of academic integrity, engaging with programme evaluation and being familiar and complying with the relevant academic regulations.
- 3.4 There is a clear link between attendance and achievement and we expect you to attend 100% of your lessons on time unless you have a valid, accepted reason for non-attendance. Please see the Centre Student Attendance, Engagement and Progress Policy for full details.

4 Personal Development

- 4.1 At INTO 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.
- 4.2 INTO UEA, in partnership with the University of East Anglia, 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, such as volunteering within the wider community;
 - Promote and support the continuing professional development of INTO UEA 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 clubs and societies; and
 - Promote English to be the spoken language in class, in public spaces such as the restaurant and during INTO led activities.
- 4.3 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.

5 Support for Students

- 5.1 At INTO UEA you will be provided with a variety of academic, administrative, and pastoral support services to help you achieve your personal and academic goals.
- 5.2 INTO UEA prioritises the safety of its community and adheres to Safeguarding procedures. This supports students under the age of 18 or those considered to be vulnerable adults.
- 5.3 INTO UEA, in partnership with the University of East Anglia, 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:
- Mental and physical wellbeing;

- Disability and specific learning disability;
- Finance;
- Visas;
- Accommodation; and
- University application.

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