



UNIVERSITY OF  
GLOUCESTERSHIRE

at Cheltenham and Gloucester

# Student Charter

## 2009/10

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UNIVERSITY OF  
GLOUCESTERSHIRE  
CAN I HELP?

OSAKA

## Introduction

**Our Student Charter aims to explain in simple terms what students can expect of the university, as well as outlining what is reasonably expected of students by the university.**

This Student Charter reflects the university's key values, which are briefly outlined below:

**Nurture** We are committed to nurturing the holistic development of our staff and students – their academic, social, emotional, physical, cultural and spiritual well-being

**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, as well as supporting our positive links with the local communities in which we are part

The document is intended to be a useful reference point for all the university's students throughout their university careers.

Our Student Charter has been prepared in collaboration with the Students' Union, and is reviewed and approved annually by the university's Academic Board.

# The Student Charter

## 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 environment, free from harassment or discrimination of any kind
- to be actively supported when you need help.

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 abide by the university's Code of Conduct (<http://resources.glos.ac.uk/policies/codeofconduct.cfm>) relating to your behaviour both on and off campus
- to enrol on an annual basis, and to pay any monies owed to the university on time.

## 2. Your application to study

You can expect:

- that your application will be considered in line with our published recruitment and selection procedures
- any application will be considered in a fair, equitable and consistent manner.

We expect you:

- to thoroughly research your higher education choices
- to be honest throughout the application and recruitment process.

# The Student Charter

## 3. Your studies

You can expect:

- an educational experience that is of a consistently high standard in line with good academic practice
- to receive all necessary information about your course
- an induction programme at the beginning of your course to give you a strong foundation for success
- access to appropriate resources for your studies
- to receive effective and timely feedback on your academic work
- an academic member of staff to act as your key academic adviser throughout the duration of your course.

We expect you:

- to participate fully in the learning activities of your course, and to meet all attendance, study and assessment requirements
- to act responsibly in your use of university resources, respecting the needs of other users and observing any health & safety requirements
- to comply with our regulations governing the use of learning centres, computing and networking facilities
- to engage with your key academic adviser throughout the duration of your course.

## 4. Your student life

You can expect:

- to be able to access high quality confidential support, advice and guidance on issues that affect you whilst you are a student
- a range of high quality facilities and services that enhance your student experience (including residential accommodation; sports; social and catering)
- full access to our Students' Union and extra curricular activities.

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 participation in the university
- 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.

# The Student Charter

## 5. Your views

You can expect:

- to be represented by students in the committee structure of the university
- to have at least one fully trained student representative for your course
- to have the opportunity to become involved as a student representative should you so wish
- to have opportunities to provide feedback to the university on the quality of its academic programmes and support services
- to be asked to give regular feedback on your course throughout the duration of your studies
- the university to make copies of minutes from official committee meetings available on its website
- the university to provide information on action taken in response to student feedback.

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 National Student Survey (NSS); Postgraduate Taught Experience Survey (PTES); Postgraduate Research Experience Survey (PRES)).

## 6. Your concerns or difficulties

You can expect:

- 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 provided with objective advice from the Students' Union with regard to any university procedure; and to be represented by an SU officer at any hearing if you so wish
- to be treated with respect and courtesy if you participate in any university investigative or disciplinary procedures.

We expect you:

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

## The Student Charter

### 7. After you graduate

You can expect:

- the university to keep in touch with you as a full member of our alumni association
- to access our full range of alumni member events and benefits.

We expect you:

- to provide us with your key contact information on an ongoing basis
- to engage with our alumni development team.



## More Information

Further useful university information is attached at the end of this document and through our website

<http://resources.glos.ac.uk/currentstudents>

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 at one of our Student Helpzones or by email:

[studentservices@glos.ac.uk](mailto:studentservices@glos.ac.uk)

If you apply to join the university and go on to become one of our students we hope that you enjoy all that the university has to offer, and that this Student Charter is reflective of your student experience.

**Stewart Dove**  
Head of Student Services  
July 2009



## Useful Weblinks

### Useful University Weblinks

**Course Information**

[www.glos.ac.uk/courses](http://www.glos.ac.uk/courses)

**Current Students Information**

<http://resources.glos.ac.uk/currentstudents/>

**Learning Centres**

<http://resources.glos.ac.uk/departments/lis/lcd>

**Student Financial Support Team**

<http://resources.glos.ac.uk/departments/financeplanning/financesup/index.cfm>

**Student Helpzones**

[www.glos.ac.uk/helpzones](http://www.glos.ac.uk/helpzones)

**Student Related Policies**

<http://resources.glos.ac.uk/policies/>

**Student Representative System**

<http://resources.glos.ac.uk/quality/sturepresentation.cfm>

**Student Services**

<http://resources.glos.ac.uk/departments/studentsservices>

**Students' Union**

[www.yourstudentsunion.com](http://www.yourstudentsunion.com)

**Support for International Students**

[www.glos.ac.uk/int](http://www.glos.ac.uk/int)

**Tuition Fees Info**

<http://resources.glos.ac.uk/departments/financeplanning/tuitionfees>

### Useful External Weblinks

**National Postgraduate Committee**

[www.npc.org.uk](http://www.npc.org.uk)

**National Union of Students**

[www.nus.org.uk](http://www.nus.org.uk)

**Office of the Independent Adjudicator**

[www.oiahe.org.uk](http://www.oiahe.org.uk)

**Skill: National Bureau for Students with Disabilities**

[www.skill.org.uk](http://www.skill.org.uk)

**Student Loans Company**

[www.slc.co.uk](http://www.slc.co.uk)

# student helpzone

[www.glos.ac.uk/helpzone](http://www.glos.ac.uk/helpzone)

## How can we help?

- Academic Advice
- Accommodation
- Childcare Advice
- Counselling
- Disability Services
- Faith and Chaplaincy
- Finance Advice
- Mental Wellbeing
- Medical Services
- General Welfare

[www.glos.ac.uk/helpzones](http://www.glos.ac.uk/helpzones)

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