

## UNMC Student Charter

This Student Charter sets out what UNMC students can expect from the University and from the Student Association whilst also outlining what we expect from our students at UNMC. The Student Charter has been developed and agreed in partnership with the Student Association. The Charter seeks to describe the environment, relationships and mutual expectations which underpin the student experience at the University of Nottingham.

The University of Nottingham strives to achieve excellence in all of its activities. The University's commitment to you is demonstrated through its teaching excellence, its learning environment and support services. We seek to inspire you to discover the full depth of your subject area and develop skills to make you a valuable asset to future employers.

The opportunities for you to achieve your full potential – through volunteering, entrepreneurial activities and other sporting and cultural pursuits – are supported by the work of the Student Association. The Student Association also provides you with a crucial representative voice in University decision-making. We hope that through full engagement with the University and the Student Association, you will indeed achieve that full potential.

What you can expect from the University	What you can expect from the Student Association	What we can expect from you (the student)
<b>Teaching, Learning &amp; Assessment</b>		
<p>That we will strive to support, recognise and reward teaching excellence and innovation.</p> <p>That we will provide you with the opportunities, resources and support to assist you in your studies with a view to creating an academic environment that is intellectually stimulating, research rich.</p> <p>Information and support to enable you to make the right course choices.</p> <p>The opportunity to become part of an</p>	<p>The opportunity for you to actively participate on a range of important University committees to help you be part of the on-going improvement of all aspects of your University.</p> <p>Support and training for Course Representatives who represent you at meetings with academic staff.</p> <p>Engagement with the University at all levels, through the Student Association Education Network in order to enhance your academic</p>	<p>A willingness to actively participate in the intellectual environment, sharing responsibility for your development as an independent learner.</p> <p>That you make the most of the opportunities for academic and personal development.</p> <p>That you become an active member of our learning community, participating in your course and attending your classes.</p> <p>That you submit your work on time and</p>

<p>international community of learning as part of a University with campuses in three countries as well as international exchange partners and a thriving international student population.</p> <p>The opportunity where possible to spend part of your course overseas at our campuses in China and UK, or one of our many academic partners around the world, helping to instil the global perspective into your studies that so many employers are seeking.</p> <p>A culture of listening and responding to you, as well as business, industry and the community of which we are a part.</p> <p>Engagement with a range of surveys including the Student Satisfaction Survey and delivery of positive change as a result.</p> <p>Innovation and diversity in the methods we use to assess your learning.</p> <p>Feedback on your learning delivered impartially, and in a way that promotes learning and facilitates improvement.</p>	<p>experience.</p> <p>Student involvement in the recognition and reward of staff excellence.</p>	<p>ensure that it is your own.</p> <p>That you remain informed by using information that we will provide you with such as course handbooks, regulations and timetables.</p> <p>A willingness to reflect on your academic progress, seeking advice and support where necessary and keeping us informed of any circumstances that might affect your ability to perform at your best.</p> <p>That you will help us to continue to improve by providing feedback through evaluation processes such as Student Surveys.</p>
<p><b>Learning Environment</b></p>		
<p>A learning environment that includes the provision of teaching space, access to libraries, availability of new technologies and access to a comprehensive range of learning materials. Wherever possible, digital services on the basis of 'any time, any place, any device': with 24/7 availability, both on and off campus, to be consumed on any appropriate device.</p> <p>Award winning campuses, both in the UK and abroad, and a commitment to continually invest in the University's grounds, buildings and facilities.</p>	<p>The collation of feedback from our students about their learning environment, learning facilities and working with the university to develop these resources.</p>	<p>That you respect the physical environment of the University and the Students Association and behave respectfully towards other students, staff, neighbours and the local Community.</p> <p>Compliance with the Code of Practice for users of the University computing facilities.</p>
<p><b>Support Services</b></p>		

<p>A comprehensive range of specialist services, including counselling, mental health, academic and disability support, career and personal development, international student support, financial support and childcare. A varied range of accommodation choices, and advice and information relating to the options available.</p> <p>Access to Surau and other worship facilities, Health service and other local community provision to complement on-site services. Pro-active encouragement in the development of healthy lifestyles via our Healthy U initiatives.</p> <p>Academic tutorial support, including pastoral support.</p>	<p>Impartial and confidential advice on issues such as housing, finance and academic appeals.</p> <p>Conduct surveys to receive student feedback on welfare related issues and develop proactive campaigns based on the needs identified.</p> <p>Investment in, and training for all of our student groups; welfare representatives and information to ensure your peers are best equipped to signpost you to the appropriate Association and University services.</p>	<p>That you familiarise yourself with the resources and support provided by both the University and Students' Association.</p> <p>That you take responsibility for informing your personal tutor, or relevant staff about anything impacting on your academic performance so you can be provided with the appropriate support.</p>
<p><b>Finance</b></p>		
<p>Clear, concise information regarding fees and their billing to you in a timely manner.</p> <p>Clear information on payment methods and deadlines.</p> <p>Information and support to help you make informed choices about your finances as a student and advice on any difficulties you encounter along the way</p>	<p>Advice on applying for Student Hardship funding and other assistance and advice with debt problems.</p> <p>Advice on available employment opportunities to support students financially through their studies.</p>	<p>Payment of your tuition, accommodation and other University related fees on time and in accordance with financial regulations.</p> <p>That you take responsibility for seeking information about and applying for financial support that you may be entitled to.</p>
<p><b>Diversity and Environment</b></p>		
<p>An environment that strives to be safe, secure and free from discrimination or harassment.</p> <p>The promotion of equality of opportunity for all, where possible within the local legislative framework.</p> <p>Regular review of procedures and policies to comply with the most up to date legislation. Specific information and guidance appropriate to your particular needs and course status. Promotion of the highest standards of behaviour as part of a respectful learning</p>	<p>Representational Networks to improve the support for, and representation of, all students.</p> <p>The promotion of diversity, acceptable norms of behaviour and respect across all of our activities.</p> <p>A range of opportunities and events that are inclusive and reflective of the diversity of our student body.</p> <p>That we will promote the notion that representational networks and student</p>	<p>That you act with consideration for your fellow students, members of staff and neighbours, taking into account the diversity of the University community</p> <p>That you help to create a respectful learning environment, which encourages equality of experience.</p> <p>That you make use of the representation available to you through the Students' Association and engage with work that seeks to improve the university experience for all.</p>

<p>environment.</p> <p>Assurance that bullying and victimisation have no place in the University community. A continuing commitment to Widening Participation and enabling access to University through financial or other mechanisms.</p>	<p>groups should be welcoming of all students and free from discriminative practices as outlined by the Student Association Constitution</p> <p>Promotion of the care and protection of the environment through representational networks and Student Groups</p>	<p>That you ensure that you are aware of, and understand and comply with the University's Code of Discipline for Students and any other policies which define the standard of behaviour we expect from staff and students.</p>
<p><b>Careers</b></p>		
<p>A Careers and Employability Service offering information, advice and guidance to help you research your career options and ideas.</p> <p>Practical support to help you develop your CV, job or course application and interview preparation.</p> <p>A job vacancy service advertising graduate vacancies, internships, PhD opportunities and voluntary work.</p> <p>A comprehensive event programme offering workshops and recruitment fairs.</p> <p>An award winning Nottingham Advantage Award scheme to recognise your extra- and co-curricular activities and their importance in making you more employable.</p>	<p>Opportunities for you to learn and develop a diverse range of new skills through our student groups and networks.</p> <p>Opportunities to gain positions of responsibility in all aspects of the Students' Association.</p> <p>Careers-related events organised by student groups and specific to your interests.</p> <p>Recognition for your time and involvement with the Students' Association.</p> <p>Opportunities to volunteer in a variety of roles through the activities of the SA Societies.</p>	<p>A willingness to reflect on the skills developed throughout your time at University.</p> <p>That you stay informed and make the most of the opportunities available to you through the Careers and Employability Service and Students' Association.</p> <p>A willingness to learn and develop skills through becoming an active member of the Students' Association and University.</p>
<p><b>Community social and volunteering</b></p>		
<p>A University committed to engaging with and seeking respect from the local community.</p> <p>A University that fully supports and endorses its Students' Association and the opportunities it offers to add great value to your time studying at University.</p> <p>A commitment to the environment and sustainability which lies at the heart of our values and your student experience.</p> <p>A commitment to active engagement with our local communities, schools and colleges and the public in general, through the exchange</p>	<p>An active and exciting student community both on and off campus.</p> <p>A vibrant and diverse offering of over 70 clubs and societies which is continuously growing.</p> <p>The opportunity to play a variety of sport from elite to participatory levels.</p> <p>The opportunity to engage in an exciting and extremely successful fundraising movement as well as a wide range of volunteering opportunities within the local and wider communities.</p>	<p>That you are a respectful member of the University and wider Nottingham community.</p> <p>That you engage with the exciting opportunities available to you at the University and in the local community.</p> <p>That you recognise your responsibility to respect the community both on and off campus.</p> <p>Be ambassadors for the University by thinking of those around you.</p>

<p>of skills and knowledge and the sharing of facilities and physical resources.</p> <p>A variety of volunteering and internship opportunities in a range of settings and organisations, helping to develop your employability skills.</p>	<p>Opportunities to exchange skills and knowledge through volunteering within the wider local community.</p>	
<b>Appeals &amp; Complaints</b>		
<p>A clear complaints procedure which is straightforward to use, and aims to reach prompt conclusions.</p>	<p>Advice on the process; mediation with your school, attendance at informal meetings aimed at early resolution; help preparing written complaints at all levels throughout the University's internal processes as well as to the Office of the Independent Adjudicator externally.</p>	<p>To familiarise yourself with these processes and to use them appropriately.</p>
<p>A right to appeal for a review of a decision affecting your academic progress.</p> <p>A clear policy setting out the situations in which you have a right to appeal, the grounds for appeal and the procedure which you should follow.</p> <p>Publication of these and other policies.</p>	<p>We are able to advise you on the process, help draft appeal statements and represent/accompany you to any appeal hearings. We can also support you in progressing unsuccessful cases to the Office of the Independent Adjudicator for external review.</p>	
<b>Your registration</b>		
<p>When you register, you are undertaking to obey the Regulations and Ordinances of the University which are in force during your period of study. We will expect that you have read the regulations, which include those governing the payment of fees and other sums due to the University, attendance, conduct and progress in studies.</p> <p>The University is committed to ensuring that the personal data of its students is handled in accordance with the principles of the UK's Data Protection Act 1988 and by any other relevant local legislation. By registering with the University, you are confirming that you understand that your data may be used by the University to maintain your student record, manage academic processes, and fulfil a legal obligation to supply certain data to governmental Higher Education agencies as well as other statutory bodies and other third parties where appropriate.</p>		