



# University of Bradford Student Charter

We are passionate about the student experience at the University of Bradford, and this commitment is reflected in our charter which places the student at the heart of all we do. Our student charter is intended to set out the minimum procedural expectations relating to the student experience for both staff and students. Your active engagement with staff in your learning, in school level activities, in institutional processes and with the students union are absolutely key to fostering a sense of collegiate community. You engage with us as partners and as such, both staff and students have expectations and obligations with regards to the processes in which they engage.

Those expectations and obligations are laid out in the charter below. Our charter is split into two sections: Section one is a summary of the support we will provide and the expectations we have. Section two (appendix 1) provides more detailed information on the expectations identified in section one.

Our charter intends that the university experience for both staff and students will be an enjoyable one. By setting out standards for procedural issues, we seek to remove any ambiguity regarding expectations, and enable individuals to engage with their learning and development in an atmosphere of partnership, mutual respect and appreciation. We hope you enjoy and make the most of your time with us.

# Section One: Summary of Support and Expectations

## **1. You can expect the University to:**

- Provide up-to-date and accurate information on all aspects of the student experience and provide you with appropriate and relevant information regarding University services and support available to you in a range of formats
- Support you effectively through all stages of your engagement with the University from initial enquiry through to graduation and beyond.
- Work with you to identify your individual learning needs and expectations.
- Provide an intellectually stimulating and inspiring, safe and friendly learning environment.
- Treat you with fairness, dignity and respect.
- Give you clear information about when and how you will receive feedback on your individual progress
- Ensure you are kept fully informed of any changes to your study and/or support
- Actively seek your participation in governance and decision making.

## **2. You can expect the Student Union to:**

- Provide you with a diverse range of social activities to suit all student needs which will promote a sense of enjoyment in all aspects of University life.
- Work proactively with the University to ensure student views are taken into account and provide appropriate training and support to elected representatives.
- Offer impartial advice and support to students through the Advice Centre.
- Support students in setting up and running Clubs and Societies.
- Obtain feedback from students about their experiences.

## **3. We expect you to:**

- Actively and positively engage in your studies, hand in work on time and ask for help if you need it.
- Make effective use of all facilities that the University provides to support your learning.
- Take responsibility for your own learning and personal development, acting on opportunities available to you by the University and Students' Union.
- Behave in a responsible manner, treating staff, fellow students and visitors with dignity and respect.
- Familiarise yourself with all regulations and seek advice and clarification from us regarding what we expect from you in a timely manner.
- Provide us with appropriate evidence about any changes to your personal circumstances as soon as possible.
- Actively participate in the student representative system.

## Section Two: Full Student Charter Details

### 1. On application to the University

**You can expect us to:**

- a. Provide up-to-date and accurate information and advice on the programmes we offer.
- b. Send you information on open days and details of other relevant events in good time.
- c. Provide you with accurate information on fees, how to pay them, and any other financial help that may be available.

**We expect you to:**

- a. Give us complete and accurate information on the application form and tell us about any personal circumstances (for example, your health, disability or special needs), which will help us to help you.
- b. Take part in any interviews, or send in any supporting work when we ask and find out as much as you can about what we can offer you.

### 2. When you accept a place

**You can expect us to:**

- a. Send you an application form and information booklet on how to apply for a place in our accommodation.
- b. Provide you with an outline of key dates for the academic year and a copy of the fresher's week schedule as soon as it becomes available.
- c. Give you a detailed timetable for your first semester during Week 1 at the University.

**We expect you to:**

- a. Read and follow the instructions on how to join.
- b. Apply for accommodation within 14 days of confirming your place.

### 3. When you arrive

**You can expect us to:**

- a. Welcome you, help you settle in and provide clear signage so that you know where to go.
- b. Provide you with details of how, when and where to enrol on your programme and register on your modules.
- c. Provide you with advice on getting the most out of what we have to offer and what we expect of you.
- d. Introduce you to your personal tutor by the end of Week 3.
- e. Give you a handbook for your programme of study, a module handbook for each module and a Student Handbook for the wider University.
- f. Organise a series of events during Week 1 to help you to feel a part of the University community.
- g. Give you a comprehensive induction into the support services we offer including UBU advice centre, the Learner Development Unit (LDU) and Learner Support Services (LSS).
- h. Introduce support and services for students who have disabilities and, if appropriate, arrange an interview with our disability advisors to discuss and organise any additional appropriate support.
- i. Make sure we meet our policy commitments on equal opportunities and treat all staff and students in a polite and mature way.
- j. Introduce you to an outline of the university's regulations.

**We expect you to:**

- a. Read your handbooks, get to know your programme and comply with our regulations.
- b. Take part in fresher's week (Week 1) and fully engage with the events the University and Student Union provide.
- c. Enrol online, or at the time we have given you, and undertake all the steps required including any prerequisite course(s).
- d. Ensure that the information held about you by the University is correct and up-to-date and amend as necessary when your details change.
- e. Talk to your personal tutor or programme leader as soon as possible if you feel unhappy with your programme or have any issues you need to discuss.
- f. Let us know if you have any particular needs that we can help with.
- g. Respect the facilities we provide for students including those for students with disabilities.
- h. Be sensible and take personal responsibility for your health and safety, as well as respecting our non-smoking campus policy.
- i. Make sure we meet our policy commitments on equal opportunities and treat all staff and students in a polite and mature way.

## 4. Learning and Teaching: Making Knowledge Work

**You can expect us to:**

- a. Use a balanced range of teaching and learning approaches which will suit your needs and experience, and which are appropriate to your programme of study.
- b. At the start of each module, give you information on learning outcomes and teaching and assessment methods.
- c. Have lecturers, tutors and support staff who set and meet high professional standards and who are knowledgeable, competent and well qualified in their subject area.
- d. Maintain well-managed and co-ordinated learning programmes and support services.
- e. Provide a clean, safe and appropriately equipped learning environment.
- f. Maintain and improve high standards of teaching by putting our learning, teaching and assessment strategies into practice.
- g. Postpone, reschedule or cancel classes only in exceptional circumstances.
- h. As far as possible, provide reasonable notice if we need to change teaching and assessment timetable arrangements.
- i. Display online up-to-date information on any matters that affect your timetable or classes as soon as the information is available to us.
- j. Provide a schedule of module assessment deadlines in your module handbook.
- k. Use a balanced range of assessment types that challenge you intellectually and allow you to develop.
- l. Use world-class researchers from an early stage in your studies.
- m. Provide notice of exam timetables and for written assessments in good time.
- n. Provide scheduled support and guidance if you are on a work placement.
- o. Provide regular scheduled contact with named academic staff, to review and provide feedback on your achievements and help plan your progress.
- p. Provide scheduled regular contact and support if you are taking flexible learning and part-time programmes.
- q. Listen and react to your opinions and feedback throughout the academic year.
- r. Engage with you fully in line with students being partners in the learning and teaching experience.
- s. Provide quality feedback via a number of mechanisms within 20 working days (four working weeks) of summative assessment hand in dates.

**We expect you to:**

- a. Have a professional and responsible attitude to your studies and academic life.
- b. Attend all scheduled learning and assessment activities on time, bringing your student card with you to each; and let your school office know if you cannot attend.
- c. Engage positively with your coursework and ask for advice and help if you are having difficulties with your academic work or any other problems that may affect your work.
- d. Hand all assessments in on time.
- e. Make the most of our facilities, such as the advice centre, LDU, LSS and Careers.
- f. Help us improve what we offer by using the opportunities provided for you to have your say and assess what we do by engaging with the student representative scheme, other feedback mechanisms and student union activities.
- g. Behave appropriately and not disrupt other students by using mobile phones, eating in class, dropping litter and so on.
- h. Help us keep our community safe and secure by keeping to our policies on health and safety and security (including carrying your student card at all times).
- i. Avoid taking breaks during semesters as this can disrupt your studies. Any absences during the academic year must be agreed to in advance by your School office

## 5. Assessment: Challenging You to Continuously Develop

**You can expect us to:**

- a. Provide simple to understand assessment conditions for each module in the module handbook.
- b. Provide clear guidelines on late submission of work and how we deal with plagiarism and other examples of cheating during semester one of your first year.
- c. Provide a suitable assessment environment.
- d. Publish details of where to find assessment results.

**We expect you to:**

- a. Make sure you know the dates and times of your exams.
- b. Prepare and revise carefully for your exams, and contact your personal tutor if you are having problems.
- c. Attend all your exams and make sure that you do not disturb other students or affect their performance.
- d. Understand the accepted methods of academic writing (including referencing) and read our regulations for dealing with assessment offences (such as cheating or copying the work of others).
- e. Make sure the information on your academic record is correct and tell your school office/update E:vision if any of your details have changed.

## 6. Tuition and other fees

**You can expect us to:**

- a. Maintain accurate records about you and collect the appropriate fee for your chosen programme of study.
- b. Help you set up a reasonable payment plan if you ever fall behind with payment or if your circumstances change.
- c. Provide and publish a variety of options for you to pay your tuition fees.

**We expect you to:**

- a. Make any necessary arrangements with anyone who is financing your programme of study, such as an employer or student finance organisation, as soon as you can and within any deadline dates that have been set by the organisation.
- b. Pay your fees as agreed.
- c. Inform as member of the Hub as soon as possible if your circumstances change making it difficult for you to meet an earlier agreement about paying your fees.

## 7. Study Support and Library Services

### **You can expect us to:**

- a. Make sure our libraries are open for you to use throughout the year, with reasonable opening times.
- b. Provide a staffed help service at each of the libraries during core hours.
- c. Welcome you when you start your programme to introduce you to and make you familiar with our services and facilities.
- d. Provide training in information skills through programmes that can count towards your degree.
- e. Provide up-to-date information and resources in a variety of electronic, printed and audiovisual media for you to borrow or use for reference.
- f. Hold copies of core textbooks recommended by your school, and give you information on borrowing options and return dates.
- g. Provide an up-to-date, web based catalogue that is easy to use and can be accessed both on and off campus.
- h. Provide a range of learning support facilities at each library, including individual and group study areas
- i. Develop new ways of providing access to learning resources and make sure we continually improve our services to meet your needs.
- j. Make sure our staff are welcoming, polite, and professionally trained to meet your needs.

### **We expect you to:**

- a. Produce your UOB card each time you visit our libraries.
- b. Remember that our libraries include areas for private and quiet study.
- c. Respect the rights and needs of others, in line with current Library and Computing regulations.
- d. Return any items you have borrowed when they are due or when the Library staff ask you to.
- e. Look after books, journals and reports, and not steal, damage or hide them.
- f. Get help if you need it, and help us by giving us your comments and views on our services and suggestions for improvement.
- g. Respect and take care of resources and equipment provided by our University.

**For Further info: <http://www.bradford.ac.uk/student-charter/>**