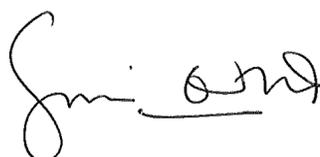


Our Student Charter has at its centre the student experience in the context of a creative community. It is a mutual set of aspirations which has been reached collaboratively by University staff and Students' Union officers.

This Charter is a key element in realising the University's strategic objectives; it is provided to new staff and students during induction, and is available to all online. We expect all staff and students to abide by the values and principles embodied in the Charter, and to be responsible and caring members of an inclusive community celebrating diversity and creativity.

For further information about supporting information and procedures, please see the links at the end of this document.

We are proud to present this Student Charter to the University, and to champion its distinctiveness within the sector by recommending it to our respective Executives.



Professor Simon Ofield-Kerr  
Vice-Chancellor



Ellie Webb  
Chair, UCASU Board of Trustees

The Charter has been drafted jointly by the Students' Union and the University. It is a set of aspirations, summarising what students can expect to receive from UCA and what is expected of them in return. It focuses on the principles of freedom, experimentation, collaboration, criticism and rigour.

#### ADMISSIONS AND ARRIVAL

The University will offer:

- An admissions process that is fair and facilitates recruitment of creative, committed and enthusiastic students from a diversity of backgrounds;
- Accurate information, helpful advice and clear guidance about courses, life at the University, and potential practice and employment after graduation;
- Clear information on tuition fees, payment options, sources of student support, and tips on managing money;
- Opportunities for students to be welcomed into, and to actively engage with, the creative community, through events and opportunities provided by the institution and the Students' Union;
- Inductions that introduce students to appropriate tools that will enable them to develop as creative practitioners within their course.

#### RESPECT

The community will:

- Respect and cultivate individual creativity;
- Be inclusive and promote mutual understanding between its members;
- Not tolerate bullying or harassment in any form;
- Provide a tolerant, nurturing and challenging environment celebrating individuality and difference.

#### LEARNING AND TEACHING

The University will offer:

- Accurate course information outlining philosophy, content and structure;
- A programme of study that is professionally relevant and embeds Employability and Enterprise;
- Opportunities for students to experiment creatively within their course;
- A structured and timetabled programme of study, that is only subject to amendment exceptionally, and where this is absolutely unavoidable;
- Published information about when course staff will be available;
- Access to specialist facilities and workshops as published;
- Information on Health and Safety practices in relation to specialist facilities;
- A consistent approach to opening hours for resources across its campuses;
- Access to high quality library and learning services;
- Teaching by experienced professional staff and creative practitioners;
- A formal induction of students into the assessment practices used within their course;
- A fair and consistent assessment process in line with published assessment criteria and protocols;
- Prompt, consistent and constructive feedback as advertised within the Assessment Feedback policy.

Students will:

- Actively engage with the learning process through regular and punctual attendance, and use of the campus facilities and environment;
- Be responsible for engaging with the assessment requirements for their course and units, and any associated University-wide assessment procedures;
- Comply with student regulations and the terms and conditions of enrolment.

#### STUDENT PARTICIPATION AND REPRESENTATION

Students will:

- Have the opportunity to give feedback on their course and contribute to quality enhancement;
- Be ambassadors for the University, respectful of local communities.

The University will offer:

- Access to support services (including financial, health and well-being, and careers services);
- A clear process for any complaints to be investigated fairly;
- Encouragement to pursue lifelong learning, and opportunities to progress through different levels of education at the University;
- Effective opportunities for students to provide, and receive responses to, feedback on their learning experience.

The Students' Union will offer:

- Opportunities for students to engage with volunteering and other forms of personal development;
- Access to support and advice when engaging with the student complaints process.

#### STUDENT LIFE

The University will offer:

- Opportunities for students to become actively engaged with the creative community;
- Opportunities for students to exhibit and publish their work wherever possible.

The Students' Union will offer:

- Support and advice to students on all non-academic aspects of student life;
- Access to existing clubs and societies, and the mechanisms for initiating new clubs and societies;
- A range of student entertainments.

The University and Students' Union will offer:

- Support for the ongoing development of social and creative communities.

#### AFTER GRADUATION

Graduates will:

- Be supported during the transition into practice, further study or employment for up to three years, with the offer of career guidance appointments, an E-guidance service, telephone contact with the Careers and Employability team, and access to specialist careers resources at each campus and online;
- Have access to free alumni membership of the University Library for up to three years, including borrowing of up to six books at any one time and access to professional library support, the Library Catalogue, and black & white and colour photocopies.

#### POLICY AND PROCEDURE LINKS

Student Regulations	Careers website
Advice and student finances	Course guides
Careers and Employability	Graduate services
Course representative system	Language & Study Advice
Creative Education Strategy	Library Website
Development & Alumni Relations Office Website	Student Health and Safety
Disability & Specific Learning Differences Support	Student Services
Statement of Service on Counselling	Students' Union Website



W

T

A

E

R

C

E

N