

STUDENT CHARTER

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 Bashir Makhoul
Vice-Chancellor

Marta Szurmiej
President of the Students' Union

The Charter has been drafted jointly by the Students' Union and the University. It is a set of aspirations for sharing values, 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, careers, employment and further study opportunities after graduation;
- Clear information on tuition fees, estimated course costs, payment options, sources of student support, and support 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 the library, study support, their course of study and facilities that will enable them to develop as creative practitioners.

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;
- Ensure safe and healthy working practices.

LEARNING AND TEACHING

The University will offer:

- Accurate course information outlining philosophy, content and structure;
- A programme of study that is professionally relevant, inclusive and provides embedded employability;
- 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 are available to students;
- Access to specialist facilities and workshops as published;
- Information on student requirements for compliance with Health and Safety Policies and Procedures;
- A consistent and comparable approach to opening hours 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, fair 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 enhancing the quality of their course;
- Be ambassadors for the University and 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 all students to become actively engaged with the creative community;
- Opportunities that will be open to all students to exhibit, perform and/or publish their work.

The Students' Union will offer:

- Signposts to support and advice for students on relevant academic and non-academic aspects of student life;
- A consistent approach and access to existing clubs and societies, and the mechanisms for initiating new clubs and societies;
- A range of student entertainments at all campuses.

The University and Students' Union will offer:

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

AFTER GRADUATION

The University will:

- Support graduates at their request 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;
- Offer access to free alumni membership of the University Library for up to three years after graduation, 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.

USEFUL LINKS

University Regulations, Policies & Procedures	Facilities, Resources & Support
After Graduation	Fees & Finance
Careers & Employability Service	Health, Safety & Wellbeing
Counselling Service	Learning Support
Course Reps	Library
Creative Education Strategy	myUCA Student Portal Student
Disability & Specific Learning Differences	Students' Union



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