STUDENT CHARTER

What you can expect of us and what we expect of you
WELCOME

The Student Charter is a key document for everyone at The University of Law. It is central to our mission to provide the best possible outcomes for you, our students. It is what we exist to do and we invest all our energy and resources to achieve this. We want you to succeed, and we are hugely proud of your achievements.

The Charter is a partnership between the university and our students with commitments to shared values, quality and behaviours. By working together, we can give you an outstanding learning experience that will prepare you for your future life and career.

Work hard, seize every opportunity available – and enjoy your time with us.

Professor Andrea Nollent
Vice-Chancellor and CEO
The University of Law
STUDENTS ARE AT THE CENTRE
OF
EVERYTHING
WE DO
Students are at the centre of everything we do

We are committed to providing the highest quality employment focussed education through a process of continual evaluation

Through consultation we will ensure that our provision meets the current and future requirements of our partner professions

We are committed to our students, staff and stakeholders and will work tirelessly to meet and exceed their expectations and needs

We will actively encourage our students to engage in shaping their own experience through their influence on policy, processes and outcomes
We are open and inclusive and celebrate diversity, seeking to enhance the life opportunities of all of our students.

Our programmes are intellectually stimulating and challenging, developing our students to their full potential.

We expect, value and reward ambition, creativity and excellence.

We will ensure a coherent approach to design and delivery of teaching, supporting each of our programmes to meet the needs of stakeholders, employees and students.
YOUR PERSONAL AND ACADEMIC DEVELOPMENT

WE WILL

• Provide information about your course including clear indications about the level of commitment required through estimated study hours

• Publish year planners and timetables on our Virtual Learning Environment (VLE) in advance and inform you if we have to make changes by emailing you and updating the timetable on the VLE

• Publish a student handbook, on the VLE, which explains the teaching and learning methods, timing and methods of assessment, the responsibilities of personnel involved in the provision of your course and the regulations, policies and procedures which apply to you

• Nominate an academic tutor to be your personal tutor response services including confidential counselling

• Provide you with a high quality library and information service

• Promote a range of wider curricular and social activities

• Ensure that all of our facilities are fit for purpose and provide a suitable study environment
We believe that for you to succeed we have to work together

WE EXPECT YOU TO

• Familiarise yourself with the information we provide and make an informed decision when applying for the course of your choice
• Tell us if you have a disability or any other special circumstances that we may need to take into account
• Check your online submission schedule, and meet deadlines (online programmes)
• Check your timetable regularly, and go to the classes listed on your timetable
• Read the student handbook and seek clarification from your Personal Tutor of anything you do not understand
• Make use of the opportunities available to you and keep all appointments arranged with staff or inform them if you are unable to do so
• Be considerate and respectful of other students and staff at all times, especially during examinations and when using our facilities
• Use the facilities provided for the intended purpose and in accordance with any instructions published from time to time
WE WILL

• Provide you with information about eligibility requirements including information in relation to visas

• Provide a comprehensive and supportive induction to enable students to feel welcomed as individuals and make a confident transition to your study

• Provide programmes which meet the requirements of the relevant professional and validating bodies and which have been carefully designed after discussion with representatives of relevant employers, students and other interested bodies

• Provide high quality academic teaching, supervision and support delivered by staff who are appropriately qualified and trained

• Monitor your attendance and participation, as part of our pastoral support responsibilities, and contact you if you do not attend

• Endeavour to accommodate your choices of pathway and electives provided you comply with the arrangements we make for exercising your choice

• Provide any special facilities required to support your study which are recorded in a disability support agreement between you and the University

• Ensure you are appropriately supported through transitions subsequent to induction such as intermission, change of study mode, leaving the programme or admission to another programme
WE EXPECT YOU TO

• Start your course at the correct time or tell us if you are going to miss the start date for any reason

• Apply yourself conscientiously to your programme, including undertaking and completing all preparatory work, attending and participating in class and online activities, submitting coursework and preparing for assessments and examinations

• Report any unavoidable absences as soon as possible

• Only take up employment that does not affect your studies

• If you are here studying on a Tier 4 Visa, to have due regard to any conditions placed on you in regards to work

• Exercise your choice of pathway and electives within the deadlines set

We believe in a student centred approach to learning
COMMUNICATING WITH EACH OTHER

WE WILL

• Make sure that our communications are respectful, clear and accurate

• Provide you with a University e-mail account, access to the VLE, and electronic calendar for the period you are a student of the University, which will be used, amongst other things, for communicating programme information

• Provide access to our online services 24 hours a day, seven days a week subject to the need to carry out essential maintenance which we will notify you about in advance

• Only use text messages when there is a matter that we urgently need to bring to your attention

• Respond promptly to queries, including requests for feedback about admissions decisions, within 10 working days of receipt
WE EXPECT YOU TO

• Make sure you are respectful, clear and accurate when you communicate with us, and with each other

• Make sure your contact details are always up to date, including personal email addresses and phone numbers

• Visit the VLE and consult your University e-mail account regularly and at least twice per week

• Reply to any e-mails within five working days of receipt of any e-mails

• Make sure you keep your username and password for our systems secure – we advise you to never give these details to anyone else

• Conduct yourself in a professional manner at all times on University premises, and use a professional approach and appropriate language in all communications with the University and other students

• Report any faults or problems as soon as you can and give us as much detail as possible to help us find a solution

We believe good communication is essential for us to work together
WE WILL ENSURE

• Equal opportunity and respectful treatment for all students irrespective of age, class, creed, disability, ethnic origin, gender, marital status, nationality or sexual orientation

• Our activities are and remain free from all forms of unjustifiable discrimination

• Unacceptable or disruptive behaviour is challenged

• Complaints of discrimination or harassment are taken seriously and dealt with in a prompt and fair way
WE EXPECT YOU TO

• Respect and embrace diversity and engage with the University’s diverse community

• Treat fellow students, University staff and visitors equally and respectfully regardless of age, class, creed, disability, ethnic origin, gender, marital status, nationality, or sexual orientation

• Wear your student ID card when on University premises

• Behave in a way which is not disruptive to other students or staff
LISTENING TO YOU AND DEALING WITH DIFFICULTIES

WE WILL

• Provide prompt and accurate advice about the academic and financial implications of suspending studies or withdrawing from the University

• Hold elections for your Student Representatives

• Ensure that students have the opportunity to feedback via the Student Association

• Explain the consequences of unsatisfactory attendance or participation, course progress or meeting financial commitments

• Provide advice and guidance on how complaints might be pursued in confidence and resolved on academic and non-academic matters without fear of prejudice

• Keep you informed of the progress of your complaint

• Endeavour to ensure that formal complaints are handled by an independent officer

• Operate clear and well-publicised procedures for reviews of assessment decisions and student discipline

• Not treat you differently if you make a complaint or raise a concern to us
WE EXPECT YOU TO

• Seek advice promptly where you experience difficulties and to give due consideration to any guidance given

• To alert us to any difficulties that may impact on your studies

• Know who your student representatives are and give them feedback on your experience

• Comply with published procedures for student complaints and appeals on academic decisions

• Abide by all University polices and protocols, specifically the Student Discipline, and other, Regulations

We welcome your feedback and take concerns seriously