

Student Charter

Inspired by our Church of England Foundation, Canterbury Christ Church University is committed to developing the full potential of our students. We value the integration of teaching excellence with high quality research and knowledge exchange in an inclusive and supportive environment where individuals are empowered to create and innovate for the benefit of communities, society and the economy, and act responsibly toward the natural environment. This Charter is part of this vision and was developed in equal partnership between the University and Christ Church Students' Union. Both parties undertake to review it annually to ensure it remains fit for purpose and serves the best interests of our University student community.

THE UNIVERSITY

To this end, the University undertakes to treat students respectfully, with dignity and fairness, and in keeping with equality and diversity principles, and to provide:

- high standards of teaching, enhanced by opportunities for continuing professional development for our staff, and appropriate environments for learning;
- access to appropriate support, information, advice and guidance from a range of professional services that include accommodation, disability, student finance, counselling and mental health, employability and careers;
- opportunities for students that will enhance their employability and personal development, including volunteering and engagement in sport and the arts;
- support for student engagement and participation in university life, through effective representation and other opportunities to express the student voice;
- clearly defined access to library and ICT facilities;
- appropriate notice if timetables have to be changed and classes cancelled or rescheduled, to allow students to make any necessary arrangements;
- timely feedback on written work;
- readily accessible information on such things as concessions, plagiarism, disciplinary procedures, appeals and complaints, guidance on tackling bullying and harassment, assessment and feedback, arrangements for disabled students, student representation, equality and diversity, examination and assessment arrangements;
- accurate information on tuition, accommodation and other fees, along with payment options.

STUDENTS

Students undertake to:

- treat staff, their fellow students and visitors to the University respectfully, with dignity and fairness, and in keeping with equality and diversity principles;
- be proud ambassadors for the University and the Students' Union and represent them in a manner that best promotes their respective reputations in the local community and elsewhere;
- attend any arrival and induction events, participate in timetabled classes, and attend any required meetings with tutors;
- obtain any necessary agreement, in advance, for essential absence, in keeping with University procedures;
- take responsibility for managing their own learning: actively engaging in their courses; ensuring they spend sufficient regular time in private study, and participating fully in any group learning activities;
- submit all assessed work by stated deadlines and attend for all forms of examination at the stated time or take appropriate steps to notify the University where this is not possible, and actively participate in feedback on any assessed work;
- make prompt payment of any fees and charges legitimately made by the University;
- support their student representatives and participate in arrangements which will lead to improvements in the quality of learning and teaching;
- respect the physical environment of the University (including their accommodation), behave respectfully towards any neighbours and the local community, and in such a way that would not bring the University into disrepute.

THE STUDENTS' UNION

The Students' Union undertakes to:

- support all students to ensure they receive fair treatment and are aware of their rights and responsibilities;
- support student participation in quality enhancement activities – especially through the election, development and training of student representatives;
- assist students with academic and welfare issues;
- represent the interests of students at local and national level;
- support active student/community engagement, especially as regards combating anti-social behaviour;
- work with the University to provide a range of sporting and social clubs and societies to enhance personal and professional development.

Last reviewed by
Senior Management Team
29 November 2011

Signed:  (SU President)  (Vice-Chancellor)

Further Information:

SU Vice-President, *Welfare and Education* (su.support@canterbury.ac.uk); Geoff Haworth, *Director of Student Support and Guidance* (director.ssg@canterbury.ac.uk)

Our Student Charter gives a summary of our aspirations and expectations for each other at Canterbury Christ Church University (CCCU). It is not, however, a legally binding contract and it is not intended either to define or limit the legal rights and responsibilities of CCCU, the Christ Church Students' Union (CCSU) and each student. All students should ensure that they are aware of all documents published by CCCU and CCSU which relate in any way to being a registered student and/or a member of the Students' Union, including the Instruments and Articles of University Government, any specific registration agreements, programme specific documentation, and all regulations, policies, procedures, protocols and guidelines issued by CCCU and CCSU from time to time.