
Title: University of Southampton Student Charter

From: Dr Kevin Partington, Student Services

Date: 7 July 2014

Our Student Charter

The University of Southampton is committed to supporting students as they work towards fulfilling their academic and personal potential. Together as staff and students we form a community working to facilitate learning, within a culture based on mutual respect in which individual rights and responsibilities and diverse needs are promoted.

The charter is a reference point for students and staff to consider the nature of the rights and responsibilities of all those included within the University's community. It does not constitute a legally binding contract, but gives an overview of how we work together to establish and maintain our unique learning and living culture. Our Student Charter has been jointly developed by the University and the University of Southampton Students' Union (SUSU).

Our Student Charter:

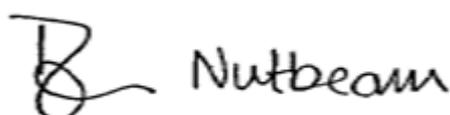
At all times you can expect that... The University will:	As a student you will:
<ul style="list-style-type: none">• Ensure its employees treat students and colleagues with respect, dignity and courtesy with consideration for their individual needs• Support students to settle into the University and wider community, ensuring that they can go on to have a positive impact during their time here• Work together with SUSU in implementing the principles of our Student Charter	<ul style="list-style-type: none">• Treat staff and your fellow students with respect, dignity and courtesy with consideration for their individual needs• Respect the physical environment of the University, including your accommodation and behave respectfully towards the people you share your environment with• Make the most of the opportunities and facilities provided by the University and SUSU

The University will provide:	As a student you will:
<ul style="list-style-type: none"> • High quality research-led, student-centred teaching, support, advice and guidance, at both undergraduate and postgraduate level that adheres to the standards outlined in the University's Quality Handbook and Postgraduate Research Code of Practice • High quality professional services to support and enhance your experiences whilst studying at the University • Support for SUSU to provide a truly outstanding Students' Union that meets the social and recreational needs of our diverse community of students. This offering will be provided in line with the Student Union / University Relationship Agreement. • Access to activities that will enhance your employability and personal development • Opportunities and support for your participation in influencing course content and delivery as part of the University's governance, including the elections for representatives by SUSU • Suitable access to appropriate library, IT and specialist laboratory facilities • Wherever possible advanced notice of changes to your timetable, cancelled classes and any re-scheduling of content. • Clear programme and module specifications which contain, or refer to, information about your assessment criteria; contact hours; mode of delivery; assessment and examination arrangements and regulations; academic guidance; how to access relevant support; and any professional 	<ul style="list-style-type: none"> • Take responsibility for managing your own learning: actively engaging in your studies and research; ensuring you spend sufficient regular time in independent study, and participate fully in group learning activities • Attend your induction sessions, participate in timetabled classes and attend meetings with your tutors and academic supervisors. • Submit assessed work by stated deadlines and attend all examinations taking advantage of opportunities to gather, reflect on and respond to feedback about your work • Engage with your elected student representatives within SUSU, and provide them your personal feedback and opinions • Participate in relevant campaigns to provide useful and constructive feedback, which will lead to enhancement of the quality of your learning and teaching and overall experience • Actively engage in planning for your future by seeking opportunities to widen your experiences through supporting your community, increasing your work experience and by considering being actively involved within SUSU • Wherever possible obtain agreement from your Faculty, in advance, for any essential absences and reporting your return to study after illness or other approved absences • Ensure that you make arrangements with

<p>requirements necessary</p> <ul style="list-style-type: none"> • Clear programme costs, the payment options and deadlines, and an accurate estimate of the necessary additional costs you may incur 	<p>the University for the prompt payment of any charges made to you when requested</p> <ul style="list-style-type: none"> • Ensure that you familiarise yourself with the University regulations and those that relate to your programme of study
--	--

<p>To support you during your studies</p> <p>The University will:</p>	<p>As a student you will:</p>
<ul style="list-style-type: none"> • Provide effective means of resolving difficulties at the level of the Faculty or Professional Service where a problem may have occurred • Provide a clear and equitable procedure for formal complaints when such problems remain unresolved, including access to the Mediation Service • Operate a clear and equitable procedures for both academic appeals; student discipline and where relevant Fitness to Practise procedures • Support students to ensure they have the necessary study skills to succeed at University, and are aware of academic integrity. • Provide a range of personal support services itself or through SUSU, including: academic advice and guidance and pastoral support through your Personal Academic Tutor and Senior Tutor; employability and graduate development; disability and dyslexia support; health and wellbeing; accommodation; dispute mediation service; crisis support; financial advice; catering; child care; support for 	<ul style="list-style-type: none"> • Raise any concerns at the earliest opportunity to facilitate any support in being timely and appropriate • Be aware of and seek advice from the available sources, where appropriate, be it academic (through your Personal Academic Tutor, Senior Tutor, supervisor or Faculty Student Office) or professional (via your Faculty Student Office or Student Services). SUSU's Advice Centre can also support you with any issue as an independent service provided by the University. • Be aware of and understand your responsibilities in your relationship as a student with your Personal Academic Tutor and observe the practices associated with maintaining a high standard of academic integrity

international students, including Visa support and extra English language skills sessions; and access to information about specialist services which may be provided in the local community or national bodies.	
---	--



Professor Don Nutbeam,
Vice Chancellor



David Gilani, SUSU President 2013-2014

1. Supporting information to be available with our Student Charter (to be available via the University Calendar)

Notes on our Student Charter

The University

The University is a large and complex organisation with a range of partners both within the UK and internationally. The Student Charter sets out the common principles which should be applied within the University and its partners by expressing the standards to which local policies and procedures should conform. It is recognised that individual Faculties and partners will determine the most appropriate means of implementation and delivery of the provisions of our Student Charter. They have a responsibility to communicate clearly to students how they are implementing the Charter.

University of Southampton Students' Union (SUSU)

The University of Southampton Students' Union (SUSU) is the body which all enrolled students are automatically members of and whose role in representing student views is formally recognised by the University's Charter. SUSU is a partner organisation of the University and meets some of its costs by way of a University grant yet is entirely self-governing. In addition to its role in representation SUSU provides social, cultural and recreational facilities for students. It also gives academic and welfare advice and support, ensuring that the principles of equality and diversity for SUSU members are upheld.

The Students

The provisions of this Student Charter apply to all those who study on courses or programmes of study or research training directly controlled by the University, whether full-time or part-time, whether they are registered for degrees, diplomas and certificates or are taking free-standing modules for personal or professional benefit. Students who are based in other institutions of higher or further education in the UK or abroad but are registered for University of Southampton degrees, diplomas and certificates should consult their own institution in relation to their Student Charter.

How will the principles in this Student Charter be reviewed?

Our Student Charter will be reviewed annually at the end of each academic year by both the University and SUSU to reflect any policy change prior to the start of the following academic year and to highlight and spread the good practice identified. Within any review the University and Students' Union will assess how they are meeting the expectations of students arising from our Student Charter; equally all students should regularly review how they are taking benefit from the learning opportunities it identifies. Any changes to the Charter will be updated on the University website for students and Faculties to access before the start of each academic year.

The University Calendar and Quality Handbook are reviewed on a rolling review programme to allow all sections to be reviewed at least once every four years. Any changes to these documents are published online at the start of each academic year. These resources provide information on the detailed arrangements which are operating in the key areas covered by the Charter. Opportunities for discussion of issues surrounding the provisions of the Student Charter are regularly available through Staff/Student Liaison Committees.

What happens if any of the principles in the Student Charter are not being adhered too?

If it is felt that the University, SUSU or a student is not adhering to the principles contained within our Student Charter a complaint can be raised in the following manner:

1. Any complaints which applicants have should be directed through the complaints procedure for applicants.
2. Any complaints that students have about the implementation of our Student Charter, including implementation by SUSU, should initially be pursued through the procedures for student representation (e.g. via the relevant course representation structure) or if it relates to SUSU through their complaints procedure.
3. Any complaints concerning implementation of the Student Charter by individual students should be pursued through the University procedures for Student Complaints, Student Progression, or Student Discipline, as appropriate.
4. Any complaints concerning implementation of the Student Charter by individual members of staff should be pursued through either the University Staff Discipline, Grievance or Complaints procedure or the usual procedure for Student Complaints/Discipline.

Further information of these procedures can be found in the University Calendar

<http://www.calendar.soton.ac.uk/>

University Calendar, Regulations, Codes of Practice and similar documents:

In registering as a student you agree to comply with the Royal Charter, Statutes, Ordinances, Regulations and Rules of the University. These Regulations and also the Codes of Practice and similar documents which apply to students are included in the University Calendar which is available online at <http://www.calendar.soton.ac.uk/>

Date our Charter was last reviewed:

2 July 2014