

# 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, responsibilities and diverse needs are promoted**

The Student 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 (Union Southampton).

## Our Student Charter:

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

The University will provide:	As a student you will:
<p>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 <u>Quality Handbook</u> and Postgraduate Research Code of Practice</p> <p>High quality <u>professional services</u> to support and enhance your experiences whilst studying at the University</p> <p>Support for <u>the Union</u> 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 <u>Student Union / University Relationship Agreement</u></p> <p>Access to activities that will enhance your <u>employability</u> and personal development</p> <p>Opportunities and support for your participation in influencing programme content and delivery as part of the University's governance, including the elections for representatives by the Union.</p> <p>Suitable access to appropriate <u>library, IT and specialist laboratory facilities</u></p> <p>Wherever possible advanced notice of changes to your timetable, cancelled classes and any re-scheduling of content.</p> <p>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;</p>	<p>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</p> <p>Attend your <u>induction sessions</u>, participate in timetabled classes and attend meetings with your tutors and academic supervisors</p> <p>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</p> <p>Engage with your elected <u>student representatives</u> within the Union, and provide them with your personal feedback and opinions</p> <p>Participate in relevant campaigns to provide useful and constructive feedback, which will lead to enhancement of the quality of learning and teaching and overall student experience</p> <p>Actively engage in planning for your future by seeking opportunities to widen your experiences through supporting your community, increasing your <u>work experience</u> and by considering being actively involved within the Union.</p> <p>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</p> <p>Ensure that you make arrangements with the University for the <u>prompt payment</u> of any charges made to you when requested</p>

<p>academic guidance; how to access relevant support; and any professional requirements necessary</p> <p>Clear programme costs, payment options and deadlines, and will provide an accurate estimate of the necessary additional costs you may incur</p>	<p>Ensure that you familiarise yourself with the University regulations that relate to your programme of study</p>
<p><b>To support you during your studies</b> <b>The University will:</b></p>	<p><b>As a student you will:</b></p>
<ul style="list-style-type: none"> <li>• Provide effective means of resolving difficulties at the level of the Faculty or Professional Service where a problem may have occurred</li> <li>• Provide a clear and equitable procedure for <u>formal complaints</u> when such problems remain unresolved, including access to the <u>Mediation Service</u></li> <li>• Operate a clear and equitable procedure for both <u>academic appeals</u>; <u>student discipline</u>, <u>Fitness to Study</u> and where relevant <u>Fitness to Practise</u> procedures</li> <li>• Support students to ensure they have the necessary study skills to succeed at University, and are aware of their own responsibility in maintaining <u>academic integrity</u></li> <li>• Provide a range of personal support services itself or through the Union, including: <ul style="list-style-type: none"> <li>○ <u>The Advice Centre</u></li> <li>○ <u>The Union Peer Support Scheme</u></li> <li>○ <u>academic advice</u> and guidance and pastoral support through your Personal Academic Tutor and Senior Tutor;</li> <li>○ <u>employability and graduate development</u>;</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Raise any concerns at the earliest opportunity to facilitate any support in being timely and appropriate</li> <li>• 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 <u>Student Services</u>). <u>The Union's Advice Centre</u> also can support you with any issue as an independent service from the University</li> <li>• 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</li> </ul>

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| <ul style="list-style-type: none"><li>○ <u>disability and dyslexia support;</u></li><li>○ <u>health and wellbeing;</u></li><li>○ <u>accommodation;</u></li><li>○ <u>dispute mediation service;</u></li><li>○ <u>crisis support;</u></li><li>○ <u>financial information &amp; assistance;</u></li><li>○ <u>catering;</u></li><li>○ <u>child care;</u></li><li>○ <u>support for international students, including Visa support and <u>extra English language skills sessions</u></u></li><li>○ Access to information about specialist services which may be provided in the local community or national bodies.</li></ul> |  |
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Professor Sir Christopher Snowden  
President and Vice-Chancellor  
University of Southampton



Benjamin Franklin  
Union President  
Union Southampton