

Student Charter

The University of Southampton is committed to supporting the experience of our students as they work towards fulfilling their academic and personal potential.

The Student Charter is a reference point for our students and staff setting out our expectations, rights and responsibilities as members of the University 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 Students' Union (SUSU.). The University of Southampton works in partnership with the Union on the implementation of the Charter.


| The University of Southampton will: | As a student you will: |
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| <ul style="list-style-type: none">• Ensure our employees treat students and colleagues with <u>respect, dignity and courtesy</u> with consideration for their individual needs.• Support students as they settle into the University and the wider community, ensuring a positive experience during their time at University.• Provide high quality research-led, student-centred teaching, support, advice and guidance, at undergraduate and postgraduate level that adheres to the standards outlined in the University's <u>Quality Handbook</u> and the Postgraduate Research Code of Practice.• Support and enhance your experience of studying at University by providing high quality <u>professional services</u>. | <ul style="list-style-type: none">• Treat staff and your fellow students with <u>respect, dignity and courtesy</u> considering them as individuals, with different preferences and needs.• Respect the physical environment of the University, including your accommodation, behaving respectfully towards others learning, living and working alongside you in our shared environment.• Make full use of the opportunities and facilities provided by the University and the Union.• Take responsibility for managing your own learning; actively engaging in your studies and research, committing sufficient time to independent study, and |

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| <ul style="list-style-type: none"> • Work in partnership with <u>the Union</u> to provide an outstanding Union; providing access to independent academic representation and meeting the social and recreational needs of our diverse community of students. ¹ • Enhance your <u>employability</u> and personal development by providing opportunities, activities, support and resources. • Provide opportunities to participate and influence programme content and delivery as part of University governance, including through the election of representatives by the Union. • Enable effective engagement with your studies through access to high quality Library, IT and specialist laboratory facilities. • Provide advance notice of changes to your timetable, cancelled classes and any re-scheduling of content, wherever possible. • Provide clear information about programme and module specifications in line with CMA requirements, which include or refer to, programme structure; learning and teaching methods; assessment criteria; contact hours; methods of assessment and examination; academic guidance; how to access relevant support; and any associated professional requirements. • Provide clear information about programme costs, payment options and | <p>participating fully in group work and related learning activities.</p> <ul style="list-style-type: none"> • Attend your <u>induction sessions</u>, 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 <u>student representatives</u> within the Union, providing them with feedback and your opinions. • Participate in relevant campaigns, providing useful and constructive feedback, for use in enhancing the quality of learning and teaching and the student experience. • Plan your future by seeking opportunities to widen your experience, e.g. by support for your community, extending your <u>work experience</u>, by considering active involvement with the Union. • Wherever possible obtain agreement from your Faculty, in advance, for any essential absences and report your return to study after illness or other approved absence. • Ensure that you make arrangements with the University for the <u>prompt payment</u> of any charges made to you when requested. |
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¹ Based on the Students' Union / University of Southampton Relationship Agreement.

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| <p>deadlines, together with estimates of any additional costs you may incur.</p> | <ul style="list-style-type: none"> • Ensure that you familiarise yourself with the University regulations that relate to your programme of study. |
| <p>To support you during your studies the University will:</p> | <p>As a student you will:</p> |
| <ul style="list-style-type: none"> • Provide information and the route to resolve any difficulties encountered at the level of the Faculty or Professional Service where a problem may have occurred. • Provide a clear and equitable procedure for <u>formal complaints</u> when such problems remain unresolved, including access to the <u>Mediation Service</u>. • Operate a clear and fair 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. • Ensure that students have the support and resources to develop the study skills needed to succeed at University, and ensure that students are made aware of the responsibilities in maintaining <u>academic integrity</u>. • Provide a range of personal support services direct or through the Union, including: <u>The Advice Centre</u>; <u>academic advice</u>; Guidance and pastoral support through your Personal Academic Tutor and Senior Tutor; <u>employability and graduate development</u>; <u>disability and dyslexia support</u>; <u>health and wellbeing</u>; <u>accommodation</u>; | <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, <u>Student Services</u>, and other Services). <u>The Union's Advice Centre</u> can also offer support with any issue by providing independent advice and guidance. • Be aware of and understand your responsibilities as a student in relation to the support offered by your Personal Academic Tutor. • Ensure that you understand and observe a high standard of academic integrity. |

dispute mediation service;
crisis support;
financial information & assistance;
catering;
child care;
support for international students,
including Visa support and extra English
language skills sessions;
Access to information about specialist
services which may be provided in the
local community or national bodies.



Professor Sir Christopher Snowden
President and Vice-Chancellor
University of Southampton



Emily Dawes
Union President
University of Southampton Students' Union