

## **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 Students' Union on the implementation of the Charter.

### **As part of the University community, we jointly commit to:**

- Treat staff and fellow students with respect, dignity and courtesy considering them as individuals, with different needs and expectations.
- Prioritise the safety and wellbeing of all members of the University community.
- Promote an inclusive culture with a zero-tolerance approach to harassment, bullying or victimisation by challenging these forms of behaviour, or reporting situations in which they occur.
- Take personal responsibility and accountability for our behaviour, actions and decision making and actively take steps to understand their impact.
- Value and engage with each other by celebrating our differences in order to create high quality work, research and education.
- Observe and ensure understanding of the responsibilities regarding high standards of research ethics and academic integrity.
- Respect and take care of the physical environment and facilities at the University.
- Commit to creating a fair, equitable and mutually supportive learning and working environment for our students and staff.
- Foster an environment of equal opportunity that makes it possible for all individuals to progress with success.
- Work in partnership with the Students' Union to support the academic representation system to help develop high student satisfaction and experience.
- Create space and time to truly engage, listen and learn from each other, and respond to and act on feedback received.
- Staff will provide and students will utilise opportunities to participate and influence programme content and delivery as part of University governance.
- Staff will provide and students will utilise opportunities, training, activities, support, facilities and resources opportunities and facilities provided by the University and the Union to support employability, personal and professional development.

**At the University of Southampton staff will:**

- Ensure that students have the support and resources to develop the study skills needed to succeed at university.
- Provide a fair, equitable and mutually supportive learning and working environment for our students and staff.
- 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 Quality Handbook and the Postgraduate Research Code of Practice.
- Ensure the curriculum and its delivery support equality and inclusion.
- Support and enhance your experience and effective engagement of studying at university by providing high quality professional services, and through access to high quality Library, IT and specialist laboratory facilities.
- Offer adequate, timely and fair assessment and feedback of work to enable students to learn and improve your performance; and make reasonable adjustments where possible and appropriate.
- Provide advance notice of changes to your timetable, cancelled classes and any re-scheduling of content, wherever possible.
- Provide clear information and any updates about your programme and your university experience.
- Provide clear information about programme costs, payment options and deadlines, together with estimates of any additional costs you may incur and offer financial support where possible.
- 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 formal complaints when such problems remain unresolved, including access to the Mediation Service.
- Operate a clear and fair procedure for both Academic Appeals; Student Non-academic Misconduct, Fitness to Study, Academic Integrity and where relevant Fitness to Practise procedures.
- Provide a range of support services that you can access through the Student Hub as your first point of contact or through the Students' Union Advice Centre.

**As a student you will:**

- Attend your induction sessions, participate in timetabled classes and attend meetings with your tutors and academic supervisors.
- Be aware of the academic community around you and work to engage as best you can; actively engaging in your studies and research, committing sufficient time to independent study, always acting with Academic Integrity, and participating fully in group work and related learning activities.
- 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.
- Provide useful and constructive feedback, for use in enhancing the quality of learning and teaching and the student experience.

- 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 prompt payment of any charges made to you when requested.
- Ensure that you familiarise yourself with the University regulations that relate to your programme of study.
- Be aware of and seek advice from the available sources, where appropriate, be it though people (such as your Personal Academic Tutor, Senior Tutor, supervisor) or services provided by the University (via the Student Hub) and SUSU (via The Advice Centre).
- Raise any concerns at the earliest opportunity to ensure you receive timely and appropriate support and respond to key university communications.



**Professor Mark E. Smith**

President and Vice-Chancellor

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**Benjamin Dolbear**

Union President

University of Southampton Students' Union