

Student Charter

What you can expect from the University	What you can expect from the Students' Union	What we can expect from you (the student)
<p>Teaching, Learning & Assessment</p> <p>http://www.nottingham.ac.uk/teaching/index.aspx</p>		
<p>That we will strive to support, recognise and reward teaching excellence and innovation.</p> <p>That we will provide you with the opportunities, resources and support to assist you in your studies with a view to creating an academic environment that is intellectually stimulating and research rich.</p> <p>Information and support to enable you to make the right course choices.</p> <p>The opportunity to become part of an international community of learning as part of a University with campuses in three countries, more than 320 international student exchange schemes in over 40 countries and a thriving international student population.</p> <p>The opportunity to apply to spend part of your UK course overseas at our campuses in China and Malaysia, or one of our many academic partners around the world, helping to instil the global perspective into your studies that so many employers are seeking.</p>	<p>The opportunity for you to participate actively on a range of important University committees to help you be part of the on-going improvement of all aspects of your University.</p> <p>Support and training for Course Representatives who represent you at meetings with academic staff.</p> <p>Opportunities to become a Course Representative yourself.</p> <p>Engagement with the University at all levels, through the Students' Union Education Network, in order to enhance your academic experience.</p> <p>Student involvement in the recognition and reward of staff excellence.</p>	<p>A willingness to participate actively in the intellectual environment, sharing responsibility for your development as an independent learner.</p> <p>That you make the most of the opportunities for academic and personal development.</p> <p>That you become an active member of our learning community, participating in your course and attending your classes.</p> <p>That you submit your work on time and ensure that it is your own.</p> <p>That you remain informed by</p>

<p>A culture of listening and responding to you; as well as to business, industry and the community of which we are a part.</p> <p>Engagement with a range of surveys including the National Student Survey and delivery of positive change as a result.</p> <p>Innovation and diversity in the methods we use to assess your learning.</p> <p>Feedback on your learning delivered impartially and in a way that promotes learning and facilitates improvement.</p>		<p>using information that we will provide you with such as course handbooks, regulations and timetables.</p> <p>A willingness to reflect on your academic progress, seeking advice and support where necessary and keeping us informed of any circumstances that might affect your ability to perform at your best.</p> <p>That you will help us to continue to improve by providing feedback through evaluation processes such as the National Student Survey</p>
<p>Learning Environment http://www.nottingham.ac.uk/about/campuses/campuses.aspx</p>		
<p>A learning environment that includes the provision of teaching space, access to libraries, laboratories, the availability of new technologies and access to a comprehensive range of learning materials.</p> <p>Wherever possible, <i>'any time, any place, any device'</i> digital services: with 24/7 availability, both on and off campus, to be consumed on any appropriate device.</p>	<p>The collation of feedback from our students about their learning environment and working with the university to develop these resources.</p>	<p>That you respect the physical environment of the University and the Students Union and behave respectfully towards other students, staff, neighbours and the local community</p> <p>Compliance with the Code of</p>

<p>A commitment to continually invest in the University's grounds, buildings and facilities at its campuses in the UK, Malaysia and Ningbo, China.</p>		<p>Practice for users of the University computing facilities.</p>
<p>Support Services http://www.nottingham.ac.uk/StudentServices/index.aspx/</p>		
<p>A comprehensive range of specialist services, including counselling, mental health, academic and disability support, career and personal development, international student support, financial support and childcare.</p> <p>Access to specialist services through campus-based Student Services Centres.</p> <p>A varied range of accommodation choices, and advice and information relating to the options available.</p> <p>A multi-faith chaplaincy team, health service and other local community provision to complement specialist services.</p> <p>Pro-active encouragement in the development of healthy lifestyles via our Healthy U initiatives.</p> <p>Academic tutorial support, and pastoral support including from Hall Wardens and tutors.</p>	<p>Impartial and confidential advice from our Student Advice and Representation Centre, on issues such as housing, finance and academic appeals.</p> <p>Proactive campaigns delivered to reach the widest range of students on welfare issues, based on thorough research into the needs of our student body.</p> <p>Investment in, and training for all of our student groups; welfare representatives and student listening service, Nightline, and information to ensure your peers are best equipped to signpost you to the appropriate Union and University services.</p>	<p>That you familiarise yourself with the resources and support provided by both the University and Students' Union.</p> <p>That you take responsibility for informing your personal tutor, or relevant staff about anything impacting on your academic performance so you can be provided with the appropriate support.</p>
<p>Finance http://www.nottingham.ac.uk/fabs/finance/services/studentfinancialservices/fees/studentfinancialstatements/tuitionfees.aspx</p>		

<p>Clear, concise information regarding fees and their billing to you in a timely manner.</p> <p>Clear information on payment methods and deadlines.</p>	<p>Advice through the Student Advice and Representation Centre on funding and benefits available and assistance with debt problems.</p>	<p>Payment of your tuition, accommodation and other University-related fees on time and in accordance with financial regulations.</p>
<p>Information and support to help you make informed choices about your finances as a student and advice on any difficulties you encounter along the way.</p>	<p>Provision of employment opportunities to support students financially through their studies.</p>	<p>That you take responsibility for seeking information about and applying for financial support that you may be entitled to.</p>
<p>Diversity</p>		
<p>An environment that strives to be safe, secure and free from discrimination or harassment.</p> <p>The promotion of equality of opportunity for all.</p> <p>Regular review of procedures and policies to comply with the most up to date legislation.</p> <p>Specific information, guidance and adjustments appropriate to your particular needs and course status.</p> <p>Promotion of the highest standards of behaviour as part of a respectful learning environment.</p> <p>Assurance that bullying and victimisation have no place in the University, as set out in the Dignity Policy</p>	<p>Representational Networks to improve the support for, and representation of, all students.</p> <p>The promotion of diversity, acceptable norms of behaviour and respect across all of our activities and commercial organisations.</p> <p>A range of opportunities and events that are inclusive and reflective of the diversity of our student body.</p>	<p>That you act with consideration for your fellow students, members of staff and neighbours, taking into account the diversity of the University community</p> <p>That you help to create a respectful learning environment, which encourages equality of experience.</p> <p>That you make use of the representation available to you through the Students' Union and engage with work that seeks to</p>

<p>A continuing commitment to Widening Participation</p>		<p>improve the university experience for all.</p> <p>That you ensure that you are aware of, and understand and comply with the University's Code of Discipline for Students and Dignity Policy, which define the standard of behaviour we expect from staff and students.</p>
<p>Careers http://www.nottingham.ac.uk/careers/index.aspx</p>		
<p>A Careers and Employability Service offering information, advice and guidance to help you research your career options and ideas.</p>	<p>Opportunities for you to learn and develop a diverse range of new skills through our student groups and networks.</p>	<p>A willingness to reflect on the skills developed throughout your time at University.</p>
<p>An accessible appointment system and practical support to help you develop your CV, job or course application and interview preparation.</p>	<p>Opportunities to gain positions of responsibility in all aspects of the Students' Union.</p>	<p>That you stay informed and make the most of the opportunities available to you through the Careers and Employability Service and Students' Union.</p>
<p>A job vacancy service advertising graduate vacancies, internships, PHD opportunities and voluntary work.</p>	<p>Careers-related events organised by student groups and specific to your interests.</p>	<p>A willingness to learn and develop skills through becoming an active member of the Students' Union and University.</p>

A comprehensive event programme offering workshops and recruitment fairs.	Recognition for your time and involvement with the Students' Union.	
An award winning Nottingham Advantage Award scheme to recognise your extra- and co-curricular activities and their importance in making you more employable.	Opportunities to volunteer in a variety of roles through the Student Volunteer Centre.	
Community social and volunteering http://www.nottingham.ac.uk/community/index.aspx		
A University committed to engaging with and seeking respect from the local community.	An active and exciting student community both on and off campus.	That you are a respectful member of the University and wider Nottingham community.
A University that fully supports and endorses its Students' Union and the opportunities it offers to add great value to your time studying at University.	A vibrant and diverse offering of over 300 student groups which is continuously growing.	That you engage with the exciting opportunities available to you at the University and in the local community.
A commitment to the environment and sustainability which lies at the heart of our values and your student experience.	The opportunity to play a variety of sport from elite to participatory levels.	
	The opportunity to engage in an exciting and extremely successful fundraising movement.	
	A Student Volunteer Centre offering a wide range of volunteering opportunities within the local and wider communities.	

<p>A commitment to active engagement with our local communities, schools and colleges and the public in general, through the exchange of skills and knowledge and the sharing of facilities and physical resources.</p>	<p>Opportunities to exchange skills and knowledge through volunteering within the wider local community.</p>	<p>That you recognise your responsibility to respect the community both on and off campus.</p>
<p>A variety of volunteering and internship opportunities in a range of settings and organisations, helping to develop your employability skills.</p>		<p>Be ambassadors for the University by thinking of those around you.</p>
<p>Appeals & Complaints http://www.nottingham.ac.uk/academicservices/qualitymanagement/complaintsandappeals/codeofpracticeforstudentcomplaints.aspx</p>		
<p>A clear complaints procedure which is straightforward to use, and aims to reach prompt conclusions.</p>	<p>Advice on the process; mediation with your school, attendance at informal meetings aimed at early resolution; help preparing written complaints at all levels throughout the University's internal processes as well as to the Office of the Independent Adjudicator externally.</p>	<p>To familiarise yourself with these processes and to use them appropriately.</p>
<p>A right to appeal for a review of a decision affecting your academic progress.</p> <p>A clear policy setting out the situations in which you have a right to appeal, the grounds for appeal and the procedure which you should follow.</p>	<p>Advice on appeals and other processes; assistance in the drafting of appeal statements and representation/support at any appeal hearings.</p> <p>Support in progressing unsuccessful cases to the Office of the Independent Adjudicator for external</p>	

Publication of these and other policies – available as links at the end of this document.	review.	
Your registration		
<p>When you register, you are undertaking to obey the Regulations and Ordinances of the University which are in force during your period of study. We will expect that you have read the regulations, which include those governing the payment of fees and other sums due to the University, attendance, conduct and progress in studies.</p> <p>The University is committed to ensuring that the personal data of its students is handled in accordance with the principles of the Data Protection Act 1988. By registering with the University, you are confirming that you understand that your data may be used by the University to maintain your student record, manage academic processes, and fulfil a legal obligation to supply certain data to the Higher Education Statistics Agency (HESA) as well as other statutory bodies and other third parties where appropriate. Full details are available on the University's web pages on the links given at the end of this document.</p>		

Student Regulations

<http://www.nottingham.ac.uk/academicservices/currentstudents/studentregulations.aspx>

<http://www.nottingham.ac.uk/academicservices/currentstudents/registration/dataprotectionstatement.aspx>

Teaching and learning

<http://www.nottingham.ac.uk/teaching/index.aspx>

IT and Library Services

<http://www.nottingham.ac.uk/is/index.aspx>

Dignity within the University

<http://www.nottingham.ac.uk/hr/guidesandsupport/complaintsgrievanceanddignity/dignity/policyofdignitywithintheuniversity.aspx>

Code of Discipline for Students

www.nottingham.ac.uk/governance/documents/code-of-discipline.pdf

Appeals & Complaints

<http://www.nottingham.ac.uk/academicservices/qualitymanual/complaintsandappeals/codeofpracticeforstudentcomplaints.aspx>

<http://www.nottingham.ac.uk/academicservices/qualitymanual/complaintsandappeals/academic-appeals-policy-and-procedure.aspx>

Students' Union

www.sunottingham.ac.uk