University College Birmingham
The Student Charter

Welcome to the UCB Student Charter. This Charter, developed in partnership with staff and students, sets out what we can expect of each other and defines the responsibilities of all members of the UCB community. It reflects our shared commitment to learning, where staff uphold professional standards and students take responsibility for their development as engaged and independent learners. While the Student Charter is not a legally binding document, it outlines our commitment to working together in an effective, inclusive and productive partnership.

The Student Charter is reviewed annually. Students and staff who wish to comment on and contribute to its development are invited to contact their Head of Department or relevant line manager, or the Guild of Students at guildinfo@ucb.ac.uk.

For the purposes of this Charter, the term "student" refers to all individuals enrolled and registered at UCB, including those on College, Sixth Form, Higher National Certificate/Diploma, undergraduate and taught postgraduate programmes, apprenticeships, and UCB-awarded programmes delivered at partner institutions in the UK and overseas.

1. Student Responsibilities

As a student, UCB expects you to:

1. Commit to the achievement of your programme of study. In so doing, be punctual for teaching and learning sessions, tutorials, tripartite meetings, progress meetings and work placements; attend them regularly and complete your assessments by the stated deadlines.
2. Seek help and guidance, including appropriate academic skills development, if needed.
3. Comply with the professional values and code of ethics that are relevant to the career(s) to which your programme relates.
4. Exercise responsible and ethical judgement in the use of all tools and resources, including digital technologies and artificial intelligence (AI), to support your learning and uphold academic integrity.
5. Be willing to become an independent learner and take responsibility for your learning and the work you submit for assessment.
6. Uphold the Freedom of Expression rights of all.
7. Behave appropriately at all times and in a manner that upholds the Code of Practice on Discipline and the principles of safeguarding.
8. Pay any fees to UCB within the agreed contractual timescales.

9. Make yourself aware of and comply with all policies and procedures relating to students.
10. Take responsibility for your own health and safety and that of other people in the UCB community.
11. Engage with the UCB community in promoting environmental sustainability.
12. Engage with the UCB community in maintaining the physical environment.
13. Engage with UCB to seek ways to enhance the learning and living experience of students.
14. Uphold professional standards and conduct in all UCB buildings and spaces.
15. Respect and engage in our inclusive and diverse community at UCB.
16. For apprentices, actively engage with the requirements of your programme, including off-the-job learning, workplace development activities and collaboration with your employer.

2. **UCB's Responsibilities**

As a student, you can expect UCB to:

1. Provide excellent opportunities for teaching and learning.
2. Work to maintain a safe and secure environment.
3. Provide an inclusive and accessible community.
4. Provide sufficient access to learning resources and facilities that help you achieve the outcomes of your programme of study.
5. Provide timely and useful feedback on your work.
6. Provide you with regular information and guidance on your progress.
7. Provide opportunities and support to develop your academic skills.
8. Provide opportunities and support to develop your personal and employability skills, including access to relevant work experience, placement and volunteering opportunities where available.
9. Provide access to a comprehensive range of services to support your learning and wellbeing.
10. Provide dedicated International Student Immigration support.
11. Provide clear, accessible and fair procedures for considering your concerns across UCB's academic, administrative, support and conduct arrangements.
12. Provide systems for student representation and opportunities for you to comment on your experience and participate in its enhancement.
13. Deal thoughtfully and empathetically with your requests for help, support, and advice.
14. Provide clear, accessible and accurate information about fees and associated costs for your programme.
15. Provide clear, accessible and accurate information about how UCB assures value for money.
16. Provide clear, accessible and timely information to help you understand your rights under this Charter and relevant legislation.
17. Uphold the Freedom of Expression rights of all.

18. Consult with students or their representatives about any substantive changes to programmes of study.
19. For apprenticeship programmes, work collaboratively with employers to support the successful participation, progress and achievement of apprentices.

3. The Guild of Students' Responsibilities

As a student, you can expect the Guild of Students to:

1. Provide you with information and guidance on topics such as welfare and social/community issues to help you achieve your potential.
2. Share independent information non-judgementally to help you understand UCB processes, supporting you throughout when needed.
3. Represent your interests to UCB and external decision-makers to create the changes that you want to see.
4. Offer opportunities to engage with campaigns, cultural events, student groups, and other social activities throughout the year.
5. Make leadership opportunities and training available to develop your skills.
6. Hold democratic elections to appoint Guild Officers and other representatives of your choice.

4. UCB will seek the views and suggestions of students through:

1. Discussion with your programme team and tutors.
2. The completion of student feedback and satisfaction surveys.
3. The election of student representatives from your programme to attend meetings and contribute to discussions on the quality of your programme and services.
4. The involvement of the Guild of Students in the review and enhancement of provision and services.
5. Student engagement meetings, Board of Studies meetings, and ad-hoc focus groups.
6. Staff and student partnerships and co-creation activities.
7. Collaboration with students and employers to inform curriculum development.
8. Opportunities, where appropriate, to meet with External Examiners/Verifiers and other external representatives.

Reviewed by the General Student Regulations Panel: May 2026
Approved by the Student Services and Standards Committee of the Corporation: June 11th, 2026
Date of the next Review: May 2027