



University College Birmingham The Student Charter

Welcome to the UCB Student Charter which has been written by staff and students to clearly set out what we expect of each other and which states the responsibilities of all those within the UCB community. It reflects the importance of our mission in which UCB staff have professional obligations and where our students are responsible learners and individuals. The Student Charter is not a legally binding contract, but provides a commitment to work together in an effective, productive and inclusive partnership.

The Student Charter is reviewed each year. If you would like to make any comments and contribute to its development then please contact the Director of Quality Systems.

Student Responsibilities

As a student UCB expects you to:

- Commit to the achievement of your programme of study. In so doing be punctual for lectures and work placements, attend them regularly and complete your assessments by the stated deadlines.
- Seek help and guidance, including appropriate academic skills development, if you need it.
- Comply with the professional values and code of ethics that are relevant to the career to which your programme relates.
- Be willing to become an independent learner and to take responsibility for your learning and the work you submit for assessment.
- Respect the values of others and their rights to learn and express opinions.
- Communicate and behave appropriately at all times and in a manner that upholds the reputation of UCB, including within social media and on-line environments.
- Pay any fees to UCB within the appropriate timescales.
- Make yourself aware of, and comply with, all policies and procedures relating to students.
- Take responsibility for your own health and safety and that of other people in the UCB community.
- Engage with the UCB community in promoting environmental sustainability and maintaining the physical environment.
- Engage with UCB to seek ways to enhance the learning and living experience of students.

UCB Responsibilities

As a student you can expect UCB:

- To provide excellent opportunities for learning and study.
- To work to maintain a safe and secure environment.

- To provide access to learning resources and facilities that help you achieve the outcomes of your programme of study.
- To provide timely and useful feedback on your work.
- To provide you with regular information on your progress.
- To provide opportunities to develop your academic skills through subject advice sessions and help with academic skills development.
- To provide opportunities for updating and improving your personal and employability skills including work experience, placement and volunteering.
- To provide access to a comprehensive range of services to support your learning and living.
- To provide a dedicated International Student Support Service.
- To provide clear, accessible and fair procedures for complaints, assessment appeal and where relevant fitness to practise procedures.
- To provide systems for student representation and opportunities for you to comment on your experience and participate in its enhancement.
- To deal thoughtfully and sympathetically with your requests for help, support and advice.

The Guild of Students' Responsibilities

As a student you can expect the Guild of Students:

- To provide you with independent advice, information and guidance on welfare, social and community issues.
- To represent you, encourage your participation and campaign on your behalf.
- To offer you a range of social, cultural, sporting and developmental opportunities.
- To hold annual democratic elections to appoint Guild Officers of your choice.

Student Engagement

UCB will seek the views and suggestions of students through:

- Discussion with your programme team members and your tutors.
- The completion of satisfaction surveys.
- The election of student representatives from your programme to attend meetings to discuss the quality of programmes and services.
- The Guild of Students involvement in the review and management of provision and the services we provide.
- Discussion at student engagement meetings and ad-hoc focus groups.

This Student Charter was approved by the Board of Governors on 2nd July 2020