



Writtle
University
College



Student Charter 2018/19

The Student Charter sets out the commitment of the University College, Students' Union and student body to the principles of partnership. The partnership aims to ensure that you succeed in your studies, and develop your skills academically, personally and professionally while enabling your involvement in policy changes and decision-making.

The Student Charter has been developed with the Students' Union, students and the University College, and is reviewed annually.

If, as a student, you feel that the principles of this agreement are not being fulfilled, please contact your personal tutor in the first instance, and/or the Students' Union Academic Sabbatical Officer.

Your contract with the University College comprises the [HE Terms & Conditions](#) and [HE Fees and Refund Policy](#), which you agreed to when you enrolled. These documents are available on the WUC website and we strongly encourage you to familiarise yourself with them.

For further information on the agreement, please contact:
Students' Union Academic Sabbatical Officer
01245 424200 Ext: 25735
SU Office

The University College's Commitments

Provide a high standard of learning and teaching by:

- Providing well-qualified and experienced staff.
- Providing opportunities for learning both within and outside the classroom.
- Giving you a balanced and varied range of rewarding learning, teaching and assessment opportunities.
- Providing opportunities for you to give feedback.
- Responding to your feedback in a timely manner.
- Offering a stimulating learning and teaching environment.

Provide a high quality and relevant curriculum by:

- Including students in all aspects of curriculum design and review.
- Valuing feedback, and communicating how feedback has led to change and improvement.
- Involving employers and professional bodies in curriculum design and review.
- Delivering courses using different technologies and techniques.
- Regularly reviewing and monitoring the quality of courses.

Provide a supportive and nurturing environment by:

- Giving you a named personal tutor to assist you and help develop and monitor your academic performance.
- Providing access and information from University College services including Learning Support.
- Ensuring that Health and Safety policies are monitored and adhered to.
- Giving you information on how to appeal, compliment and complain should you wish to.

Prepare you for employment by:

- Providing opportunities to gain relevant employability skills.
- Encouraging opportunities for volunteering and work placements.
- Embedding graduate attributes into the curriculum.
- Providing support with access to a Careers Service.

Deliver a high-quality service by:

- Providing timely access to course information.
- Providing reasonable notice of cancellations and timetable changes.
- Communicating information relating to the course and any additional costs.
- Setting clear deadlines for both staff and students.



The Students' Union's Commitments:

Represent students by:

- Providing staff and voluntary officers to represent the student body on University College Committees.
- Creating representative policies for the Students' Union.
- Creating different ways to engage with the Students' Union through democratic positions.
- Representing the student body at local and national level.

Be transparent and fair to students by:

- Providing clear information to all students in multiple formats.
- Holding free, clear and open elections.
- Creating and enhancing mechanisms for student feedback.
- Providing training for Students' Union and Course Representatives.
- Ensuring that students are aware of their rights and responsibilities.

Improve the student experience by:

- Providing a diverse range of activities, opportunities and services.
- Co-ordinating a range of inclusive and diverse events for the student body, both academic and social.
- Providing a safe space for students.

Offer fair and impartial support by:

- Providing non-judgemental, free and student-focused advice on academic and welfare issues.
- Supporting student campaigns on a range of academic and welfare issues.
- Actively championing and supporting diversity.

Your Commitment to us:

Take an active part in learning by:

- Working hard to the best of your abilities, being punctual, and attending all timetabled sessions.
- Actively engaging in sessions and with course materials, and coming to lectures prepared.
- Engaging with the Virtual Learning Environment.
- Completing independent study as directed.
- Completing and handing in assessment on time.
- Reflecting on feedback to improve your work.
- Taking advantage of extracurricular opportunities.
- Providing feedback on all aspects of your experience.
- Working with academic honesty to avoid plagiarism.
- Reviewing and following the academic rules and regulations relating to your study.
- Participating and engaging in the student feedback processes.

Engaging with personal and professional support by:

- Keeping your personal information up-to-date.
- Informing the University College of any circumstances that will affect your studies so we can support you.
- Engaging with University College services to ensure your experience is supported appropriately.

Being a member of the University College community by:

- Valuing diversity and treating students, staff, visitors and other stakeholders with courtesy, dignity and respect.
- Being respectful to the local community.
- Respecting the physical environment both on and off campus.
- Taking advantage of any opportunities available to you.
- Providing open and honest feedback on all elements of your experience.
- Abiding by all of the University College rules and regulations.

Writtle University College, Lordship Road, Chelmsford, Essex, CM1 3RR
T: +44 (0)1245 424200 F: +44 (0)1245 420456 E: info@writtle.ac.uk W: writtle.ac.uk



This leaflet is also available in large print format and Braille. Please contact: student.support@writtle.ac.uk