**UNIVERSITY OF PLYMOUTH STUDENT CHARTER**

The University of Plymouth Student Charter is a tripartite agreement between the University, the Students’ Union (UPSU) and the student body. Its purpose is that it should be used as a reference point for students and staff at the University of Plymouth, illustrating the expectations, rights and responsibilities of students, the University and the Students’ Union. It does not constitute a legally binding contract, but was designed in collaboration with students to encompass the key beliefs and shared principles of the University and Students’ Union.

This charter is signed by the Vice-Chancellor, the President of the Students’ Union, and the UPSU CEO. The Student Charter will be reviewed annually by the University, UPSU and the Sabbatical Officers.

The University of Plymouth has a commitment to …

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| ***EDUCATION**** Provide a supportive, inclusive and stimulating research-led learning environment that empowers students to reach their full potential.
* Deliver a challenging, invigorating curriculum taught by trained staff who are current in their subject knowledge and have learning and teaching expertise.
* Provide academic support, resources and facilities so that you can take responsibility for your own learning to complete your studies.
* Ensure you get clear assessment criteria, followed by constructive and timely feedback on your assessed work.
* Support you to find appropriate placement opportunities or work experience
* Provide you with access to careers advice and skills training to support you to obtain graduate employment or further study opportunities
 | ***STUDENT LIFE**** Provide accessible, safe places on our campuses in which to work, live, study and which considers the impact of its activities on the environment and on the local community.
* Provide access to friendly and professional support on health and wellbeing, accommodation, finance and other sources of advice to keep you well.
* Provide high-quality library, IT and other facilities and services that will enhance your student experience.
* Publish a clear up-to-date teaching timetable and give you as much notice as possible of any unavoidable timetable changes
* Provide clear information about procedures and support relating to complaints, appeals, study and wellbeing and disciplinary matters
* Encourage you to engage with the opportunities that UPSU has to offer, and make reasonable adjustments enabling that to happen.
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| ***REPRESENTATION*** * Embed students as active partners in programme development, management and the academic life of the University.
* Ensure student representation in programme, School and University level committees that influence strategic decisions and shape the academic programmes and student experience.
* Encourage student participation in elections for student representatives through whom your views can be communicated.
* Enable informal and formal opportunities to give programme feedback
* Value and act on the comments you give relating to your experience and use such feedback to make improvements
* Inform you and consult with you on, significant University plans.
 | ***COMMUNITIES*** * Foster an environment which encourages personal development, free speech, mutual understanding and academic freedom.
* Promote equality of treatment for all, regardless of gender, age, race, disability, sexual orientation, religion or belief.
* Ensure respect, tolerance, courtesy and professionalism is shown to all.
* Encourage sustainability, social responsibility and cultural awareness at local, national and global levels.
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**As a University of Plymouth student, you have the responsibility to….**

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| ***EDUCATION**** Actively engage with your learning, including taking advantage of all resources available to you.
* Ensure that you behave with integrity and do not knowingly engage with cheating, plagiarism or any form on academic dishonesty and will seek support to avoid doing so.
* Work to the best of your ability.
* Take ownership of your course by working independently and responsibly.
* Seek feedback and act appropriately upon any given.
* Have a willingness to learn and question your experience.
 | ***STUDENT LIFE**** Be aware and engage with extra-curricular activities provided by the University and the Union, and engage with additional training opportunities of interest.
* Be a role model for others, behaving in a respectful and professional manner.
* Pay your tuition fees in a timely manner and declare any issues at the earliest point possible.
* Embrace the students as partners culture by participating in student-led activities, and co-creating with staff opportunities that enhance what is available for yourself and others.
* To take reasonable action and responsibility to keep yourself well and safe.
* Familiarise yourself with University policy and procedure.
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| ***REPRESENTATION**** Be a critical friend to the university and hold your representatives to account.
* Give constructive and honest feedback in order to encourage positive change.
* Fully engage with UPSU’s democracy process, particularly by voting in the student elections.
* Bring forward initiatives and contribute to positive local and national change.
* Be positive ambassadors for the Union and the University.
* Take part in student consultations in order to get the most out of your Student Experience.
 | ***COMMUNITIES**** Engage with the University alumni network in order to enrich your and future graduates' lives.
* Treat both local and national residents with respect and kindness and always be upstanding citizens.
* Recognise, respect and tolerate the varying cultures and lifestyles of your peers to foster integration.
* Uphold the University and the Union’s value of sustainability by making a difference as active citizens and caring for the wellbeing of others and the natural environment.
* Engage with the communities on campus, showing respect and professionalism to all of those within them, including academics, staff and peers.
* Care for and protect all facilities and equipment provided by the University and the Union.
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**University of Plymouth Students’ Union has a commitment to…..**

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| ***EDUCATION**** Provide advice and support for you on any academic related issues.
* Be a critical friend of the University, whilst maintaining a constructive relationship, contributing to decisions that affect students’ education.
* Work with the University to continually enhance and develop the academic student experience via our student representatives.
 | **STUDENT LIFE*** Ensure all Students’ Union activities are of the highest quality and are innovative, accessible and meet the needs of our students.
* Provide an independent, confidential, impartial Advice Centre.
* Promote, deliver and sustain a diverse range of social events, services and activities.
* Help you identify and develop transferable skills to improve your graduate employment prospects.
* Provide appropriate training enabling you to fulfil any Union-related responsibilities.
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| **REPRESENTATION*** Ensure that our student representatives are the recognised voice of the students at the University of Plymouth.
* Provide accessible, democratic decision-making processes through which the Union can represent student views.
* Empower student representatives to challenge and work in partnership with the University to ensure student views inform the development and improvement of provision and the wider student experience.
* Hold transparent, fair and democratic elections to select student representatives.
* Ensure that student representatives have access to training in order to effectively fulfil their role.
 | **COMMUNITIES*** Operate sustainably in a socially, ethically and environmentally responsible manner.
* Create opportunities through our student led activities for enjoyment, friendship and skills building through Societies, Sport, Volunteering and Fundraising.
* Provide you with the opportunities to play an active role in society, the local community and beyond.
* Ensure all activities promote high standards of personal and professional conduct and respect the views and culture of all individuals.
* Provide and promote an inclusive environment that both celebrates and promotes Equality and Diversity.
* Provide a safe and enjoyable space for our students.
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