

STUDENT CHARTER

What you can expect
of us and what we
expect of you



Students'
Union

WELCOME

The University of Law aims to be the leading global university of the professions with a network of online and worldwide locations. We are committed to supporting our students' ambitions and setting them up for success.

A close partnership between the University and the Students' Union is essential for enhancing the student experience.

This Charter, reviewed annually, is developed in collaboration between the Students' Union and the University and outlines our mutual responsibilities and aspirations. It ensures that the University environment for all is built on trust, collaboration and mutual respect.

The Charter demonstrates our commitment to providing a high-quality academic experience, a happy, safe and productive learning community, strong student support services and transparent advice.

This Charter has been developed in accordance with the recommendations from the January 2011 Department of Education '**Student Charter Group**'. The Student Charter is reviewed and approved annually by the University's Academic Board.

The Charter provides an overview of the University of Law student experience. It signposts additional information such as policies, procedures and regulations. It is not a contract between the University and students.



Professor Andrea Nollent
Vice Chancellor and CEO



Pedram Bani Asadi (LEFT)
Co-President of
The Students' Union

Huma Hasan (RIGHT)
Co-President of
The Students' Union

LEARNING, TEACHING, RESEARCH AND ASSESSMENT

TOGETHER WE WILL:

- Strive to create a high-quality and enriching learning experience that expands minds and transforms lives.

AS A STUDENT I WILL:

- Attend and engage with my learning, prepared for the tasks ahead and communicate with my Tutor/Lecturer if I am not.
- Complete my assessments and assignments on time.
- Bring any support needs to the attention of the University that may affect my learning experience as soon as possible
- Observe and respect the University's academic policies relating to academic conduct

AS A UNIVERSITY WE WILL:

- Provide you with a contemporary, professionally informed curriculum supported by high quality teaching, authentic assessment practices and high-quality learning materials.
- Provide you with an enriching student experience that allows you to thrive as a learner.
- Provide you with accessible and trusted support in your studies through academic coaches and student journey advisors, providing timely and constructive feedback on practice assessment on the scheduled date and opportunities to discuss academic and personal matters in confidence.

DIVERSITY, RESPECT, EQUALITY AND INCLUSION

TOGETHER WE WILL:

- Embrace diversity and promote equality of opportunity.
- Foster an environment which values freedom of speech and academic freedom
- Respect each other and treat each other equally, fairly and in a non-discriminatory manner.

AS A STUDENT I WILL:

- Become an active bystander and challenge unacceptable behaviour or bring it to the University's attention through the appropriate University channels.
- Treat fellow students and staff with respect and dignity

AS A UNIVERSITY WE WILL:

- Provide a safe and inclusive study environment online and on campus.
- Ensure that unacceptable, disrespectful or disruptive behaviour in all learning spaces (on campus, online, the library etc) is challenged and disciplined appropriately



ACADEMIC SUPPORT AND PERSONAL DEVELOPMENT

TOGETHER WE WILL:

- Actively seek to develop and strengthen our academic, emotional, cultural, physical and social wellbeing.

AS A STUDENT I WILL:

- Take responsibility for achieving my potential as a ULaw Student by engaging with the support services (advice, [counselling](#), employability, [library](#) and [specialist support](#)) offered by the University and the [Students' Union](#).
- Help to create a supportive learning environment by looking out for my fellow students and becoming a team player when required.

AS A UNIVERSITY WE WILL:

- Provide a high-quality responsive customer service to our students.
- Ensure that you have access to a range of opportunities to improve your academic potential, [employability](#), [skills development](#) and wellbeing.
- Promote a wide range of curricular and social activities.
- Ensure that the University's facilities are fit for purpose and provide a suitable study environment.
- Provide you with access to a range of services (advice, [mental health and wellbeing](#), [employment](#), [library](#) and [specialist support](#)) throughout your time at the University.

MEMBERSHIP OF A WIDER COMMUNITY

TOGETHER WE WILL:

- Work in [partnership](#) to build a strong sense of community, internally and externally, locally and internationally.
- Adopt eco-friendly practices in our work and study environment to demonstrate a real commitment to sustainable living.

AS A STUDENT I WILL:

- Behave in a responsible manner and act as a positive ambassador for the University.
- Be conscious of my impact on the environment.
- Commit to uphold the university's inclusive community practices and be respectful of other students and staff.

AS A UNIVERSITY WE WILL:

- Adopt stringent environmentally conscious practices in our dealings with external suppliers.
- Offer advice to students relating to accommodation and [visa](#) queries.
- Provide support to students' seeking part-time work opportunities including paid and [pro bono](#) work.
- Deliver networking opportunities to students with firms, chambers and other businesses.
- Acknowledge and consider that the needs of in-person students and off-campus students (whether online or international) may differ from time to time and act accordingly to ensure that the student experience is positive for all.
- Ensure that you are able to participate in local and national [elections](#).

COMMUNICATING WITH EACH OTHER

TOGETHER WE WILL:

- Communicate with each other respectfully, clearly, honestly and in a transparent manner.



AS A STUDENT I WILL:

- Regularly check my University email, Elite/Blackboard and MyULaw App and respond where appropriate in a timely manner.
- Express my views, opinions and interests to student representatives and officers of the Students' Union so that they can represent me effectively.
- Ask questions or seek support (whether in public or in private) when I am unsure of what is expected on me.

AS A UNIVERSITY WE WILL:

- Work closely and collaboratively with the Students' Union which we recognise as the independent voice for students.
- Provide accurate, timely and transparent information to help you to plan your studies relating to the costs of study, timetabling and contact hours, and any changes to the academic programme, course cancellations or campus closures.
- Actively promote an awareness of University policies that regulate academic activity and support student well-being.
- Ensure that you are able to report any concerns relating to bullying, harassment, sexual misconduct or victimisation anonymously and that you will receive a professional and supportive response with a fair outcome.
- Listen to and respond to any concerns that you have promptly, professionally and in a supportive manner.
- Ensure that you are able to make **a complaint** or lodge an appeal without fear or prejudice to you or your academic outcomes.
- Ensure that student data is used in an ethical way in full compliance with GDPR regulations.



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