

## The University of Wales Student Charter

This Student Charter establishes the standards of service to which the University aspires and it also explains the role of the student in helping to achieve high standards. These clearly defined shared expectations between the University and students improve the quality of the student educational experience.

### *At all times...*

<b>You can expect the University to:</b>	<b>As a student, you are expected to:</b>
<ul style="list-style-type: none"> <li>- be courteous and fair in its dealings with you;</li> <li>- provide equality of treatment for all regardless of gender, age, race, ethnicity, disability, sexual orientation, religion or belief;</li> <li>- provide access to its academic regulatory framework;</li> <li>- monitor the publicity material of all institutions offering programmes of study validated by the University of Wales to ensure clear and accurate information;</li> <li>- respect your right to confidentiality;</li> <li>- provide you with points of contact, throughout the duration of your studies, in case you have questions or need advice;</li> <li>- protect all the personal information about you, held by the University, in line with the Data Protection Act.</li> </ul>	<ul style="list-style-type: none"> <li>- be courteous and fair in your dealings with the University and its staff;</li> <li>- be considerate and respectful to our diverse community of students;</li> <li>- be aware of, and comply with, the University Regulations, and the specific regulations for your programme of study;</li> <li>- take responsibility for your own learning, pursue your studies with a positive commitment, do your best and aim high;</li> <li>- monitor the University's Global Campus website and Online Library to remain up-to-date and informed;</li> <li>- check regularly for University correspondence which may be sent to you via your 'MyWales' email account;</li> <li>- act as a positive ambassador for the University and do not bring the University into disrepute;</li> <li>- show a willingness to engage with the University.</li> </ul>

### *Achievement and Development...*

<b>You can expect the University to:</b>	<b>As a student, you are expected to:</b>
<ul style="list-style-type: none"> <li>- ensure you have the opportunity to complete your programme of study;</li> <li>- ensure you have access to information which informs you of the opportunities available through your programme of study to support your academic, personal and professional development;</li> <li>- review the student educational experience provided at your institution, taking appropriate action in ensuring it is of a consistently high standard and in line with good academic practice;</li> <li>- monitor and review the learning resources and support services available to students on validated programmes of study;</li> <li>- ensure student involvement through membership within its committee structure;</li> <li>- ensure there are feedback mechanism available to you throughout the duration of your studies;</li> <li>- ensure you are aware of actions taken by the University in response to feedback received;</li> <li>- share areas of academic and professional good practice, and training for teaching staff on validated programmes of study.</li> </ul>	<ul style="list-style-type: none"> <li>- be familiar with your programme structure and the development opportunities presented within it, throughout the duration of your study;</li> <li>- engage with your programme of study and participate in all development opportunities available to you;</li> <li>- meet all attendance and assessment requirements;</li> <li>- utilise the learning resources and, where necessary, the support services available to you;</li> <li>- consider opportunities to join committees as a student member or serve as a student representative on your programme of study;</li> <li>- take part in student engagement training and support opportunities;</li> <li>- utilise and inform the student engagement mechanisms available through a balanced and constructive approach.</li> </ul>

### **Appeals and Complaints...**

<b>You can expect the University to:</b>	<b>As a student, you are expected to:</b>
<ul style="list-style-type: none"><li>– provide an appeals and complaints process, without risk of being disadvantaged;</li><li>– provide access to clear and accurate advice and information on its procedures;</li><li>– treat all student appeals and complaints seriously, fairly and within a timely manner, ensuring that appropriate action is taken;</li><li>– monitor the number of appeals and complaints it receives and evaluate their outcomes.</li></ul>	<ul style="list-style-type: none"><li>– follow the procedures in place at your institution in the first instance. If you are not content with the outcome, you may then follow procedures of the University;</li><li>– not make any malicious or vexatious complaints or allegations;</li><li>– understand and be mindful of the University's formal procedures and timeframes;</li><li>– follow the procedures closely, and provide relevant key facts and supporting evidence, within the specified timescales.</li></ul>

### **Quality and Standards...**

<b>You can expect the University to:</b>	<b>As a student, you are expected to:</b>
<ul style="list-style-type: none"><li>– ensure teaching staff on your programme of study are appropriately qualified and competent;</li><li>– ensure there is an appropriately qualified External Examiner appointed for your programme of study;</li><li>– ensure that External Examiner reports are made available for review by students;</li><li>– consider and act on the feedback presented to the University through External Examiner reports;</li><li>– ensure that the method of assessment used is appropriate for the programme, that it relates to the learning outcomes and complies with our policies;</li><li>– make available programme of study regulations and assessment protocols;</li><li>– ensure a fully inducted and appropriately qualified Moderator appointment for your institution;</li><li>– ensure access to its website, online library and student portal to assist with study requirements;</li><li>– make plagiarism detection software available at our discretion.</li></ul>	<ul style="list-style-type: none"><li>– be familiar with, and comply with the regulations governing the assessment of your programme;</li><li>– be familiar with the advice given in your programme information on methods of academic writing and avoiding plagiarism;</li><li>– show a commitment to academic honesty by ensuring that the work you submit is your own and that you acknowledge any use you make of the work of others.</li></ul>

### **When you graduate...**

<b>You can expect the University to:</b>	<b>As a student, you are expected to:</b>
<ul style="list-style-type: none"><li>– provide you with your certificate and a Diploma Supplement (which includes a transcript) within eight weeks of you being admitted to your award by the University of Wales Overarching Examining Board;</li><li>– enable you to continue your association with the University after you leave by offering the opportunity of joining our Alumni Association;</li><li>– provide you with an opportunity to attend a graduation celebration;</li><li>– keep your student record indefinitely, and inform third parties about your award upon your request and authorisation.</li></ul>	<ul style="list-style-type: none"><li>– understand that you have not formally been admitted to your degree until the recommended outcome has been approved by the University of Wales Overarching Examining Board and you have been admitted to your award by the Vice Chancellor;</li><li>– consider retaining your association with the University of Wales after you graduate by joining our Alumni Association.</li></ul>

**Useful weblinks:**

University of Wales website	<a href="http://www.wales.ac.uk">www.wales.ac.uk</a>
University of Wales 'About us'	<a href="http://www.wales.ac.uk/en/AboutUs/AboutUs.aspx">www.wales.ac.uk/en/AboutUs/AboutUs.aspx</a>
University of Wales 'Mission and Strategy'	<a href="http://www.wales.ac.uk/en/AboutUs/MissionandStrategy/TheUniversitysPurposeandValues.aspx">www.wales.ac.uk/en/AboutUs/MissionandStrategy/TheUniversitysPurposeandValues.aspx</a>
University of Wales Academic Regulations	<a href="http://www.wales.ac.uk/en/Registry/Current-Students/AcademicRegulations.aspx">www.wales.ac.uk/en/Registry/Current-Students/AcademicRegulations.aspx</a>
Information on Collaborative Centres offering University of Wales Awards	<a href="http://www.wales.ac.uk/en/InstitutionsAndCourses/Institutions.aspx">www.wales.ac.uk/en/InstitutionsAndCourses/Institutions.aspx</a>
University of Wales Alumni Association	<a href="http://www.wales.ac.uk/en/Study/GuideforNewStudents/UniversityofWalesAlumniAssociation.aspx">www.wales.ac.uk/en/Study/GuideforNewStudents/UniversityofWalesAlumniAssociation.aspx</a>
University of Wales Student Appeals procedure	<a href="http://www.wales.ac.uk/en/Registry/Current-Students/StudentAppeals.aspx">www.wales.ac.uk/en/Registry/Current-Students/StudentAppeals.aspx</a>
University of Wales Student Complaints Procedure	<a href="http://www.wales.ac.uk/en/Registry/Current-Students/StudentComplaints.aspx">www.wales.ac.uk/en/Registry/Current-Students/StudentComplaints.aspx</a>
University of Wales Unfair Practice procedure	<a href="http://www.wales.ac.uk/en/Registry/Current-Students/UnfairPracticeProcedure.aspx">www.wales.ac.uk/en/Registry/Current-Students/UnfairPracticeProcedure.aspx</a>
University of Wales Special Cases	<a href="http://www.wales.ac.uk/en/Registry/Current-Students/Special-Cases.aspx">www.wales.ac.uk/en/Registry/Current-Students/Special-Cases.aspx</a>
University of Wales Online library	<a href="http://www.wales.ac.uk/en/OnlineLibrary/OnlineLibrary.aspx">www.wales.ac.uk/en/OnlineLibrary/OnlineLibrary.aspx</a>
Frequently Asked Questions	<a href="http://www.wales.ac.uk/en/Registry/Current-Students/FrequentlyAskedQuestions.aspx">www.wales.ac.uk/en/Registry/Current-Students/FrequentlyAskedQuestions.aspx</a>
University of Wales Student Survey	<a href="http://www.wales.ac.uk/en/Registry/Current-Students/StudentSurvey/Student-Survey-2012-Closed.aspx">www.wales.ac.uk/en/Registry/Current-Students/StudentSurvey/Student-Survey-2012-Closed.aspx</a>
Quality Assurance Agency	<a href="http://www.qaa.ac.uk">www.qaa.ac.uk</a>
Office of the Independent Adjudicator	<a href="http://www.oiahe.org.uk">www.oiahe.org.uk</a>

Please contact [Registryhelpdesk@wales.ac.uk](mailto:Registryhelpdesk@wales.ac.uk) should you have any questions about the content of the Student Charter.