



University College Birmingham The Student Charter

This document will use “student” to refer to all further education, Sixth Form, higher national certificate/diploma, undergraduate, taught postgraduate and Block students (for example, Hong Kong Block students) and apprentices who are enrolled and registered at UCB.

Welcome to the UCB Student Charter, 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 comment and contribute to its development, don't hesitate to contact the Director of Higher Education Quality.

1. Student Responsibilities

As a student, UCB expects you to:

1. Commit to the achievement of your programme of study. In so doing, be punctual for teaching and learning sessions, tutorials, progress meetings and work placements, attend them regularly and complete your assessments by the stated deadlines.
2. Seek help and guidance, including appropriate academic skills development, if needed.
3. Comply with the professional values and code of ethics that are relevant to the career(s) to which your programme relates.
4. Be willing to become an independent learner and take responsibility for your learning and the work you submit for assessment.
5. Uphold the Freedom of Expression rights of all.
6. Behave appropriately at all times and in a manner that upholds the Code of Practice on Discipline
7. Pay any fees to UCB within the appropriate timescales.
8. Make yourself aware of and comply with all policies and procedures relating to students.
9. Take responsibility for your own health and safety and that of other people in the UCB community.
10. Engage with the UCB community in promoting environmental sustainability.
11. Engage with the UCB community in maintaining the physical environment.

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12. Engage with UCB to seek ways to enhance the learning and living experience of students.
13. Uphold professional standards and conduct in all UCB buildings and spaces.
14. Respect for and engage in our inclusive and diverse community at UCB.

2. UCB Responsibilities

As a student, you can expect UCB to:

1. Provide excellent opportunities for teaching and learning.
2. Work to maintain a safe and secure environment.
3. Provide an inclusive and accessible community.
4. Provide access to learning resources and facilities that help you achieve the outcomes of your programme of study.
5. Provide timely and useful feedback on your work.
6. Provide you with regular information on your progress.
7. Provide opportunities to develop your academic skills and help with academic skills development.
8. Provide opportunities for updating and improving your personal and employability skills, including work experience, placement, and volunteering.
9. Provide access to a comprehensive range of services to support your learning and welfare.
10. Provide dedicated International Student Immigration support.
11. Provide clear, accessible, and fair procedures for complaints, assessment appeals, discipline and, where relevant, fitness to study or fitness to practise procedures.
12. Provide systems for student representation and opportunities for you to comment on your experience and participate in its enhancement.
13. Deal thoughtfully and empathetically with your requests for help, support, and advice.

3. The Guild of Students' Responsibilities

As a student, you can expect the Guild of Students to:

1. Provide you with information and guidance on topics such as welfare and social/community issues to help you achieve your potential.
2. Share independent information non-judgementally to help you understand UCB processes, supporting you throughout when needed.
3. Represent your interests to UCB and external decision-makers to create the changes that you want to see.
4. Offer opportunities to engage with campaigns, cultural events, student groups, and other social activities throughout the year.
5. Make leadership opportunities and training available to develop your skills.
6. Hold democratic elections to appoint Guild Officers and other representatives of your choice.

4. UCB will seek the views and suggestions of students through:

1. Discussion with your programme team members and your tutors.
2. The completion of satisfaction surveys.
3. The election of student representatives from your programme to attend meetings to discuss the quality of programmes and services, and to provide support to the Guild of Students.
4. The Guild of Students' involvement in the review and management of provision and the services we provide.
5. Discussion at student engagement meetings, Board of Studies, and ad-hoc focus groups.
6. Staff and student co-creation partnerships.
7. Students and employers to co-create the curriculum which supports the UCB community.
8. Where appropriate, students will meet with External Examiners/Verifiers and other external representatives.

This Student Charter was approved by the Student Services and Standards Sub-committee of the Corporation, on June 12th 2024.