

The University of Salford Student Charter

Our Student Charter is an undertaking between you and your university. For our part, we undertake to provide you with opportunities to learn that - at the least - meet the standards set out in the Charter. For your part, you agree to use your opportunities to best advantage in realizing your potential and your dreams. You've come to us because you believe that we have something special to give you. We've welcomed you to the university because we know that you've got what it takes. The University of Salford has great students and tens of thousands of graduates across the world who have benefitted from their time here. The Student Charter sets out a basis for you to work with our teachers and professional staff to best effect.

The Students' Union really welcomed the Student Charter and the opportunity to co-write this document which has helped emphasise the importance of partnership working between staff and students. It is important that students know their rights whilst studying at Salford and are able to know with confidence that the University have agreed to these priorities in ensuring excellence in the quality of teaching, supervisions and support students receive. It is also key to note students' responsibilities in making genuine partnership work in order to get the most out of their experience at Salford and we are proud to see our Union and University working closely to ensure the best possible experience for our students.

University of Salford Student Charter

Welcome to your Student Charter. The Student Charter is intended to give you the confidence that the University of Salford is committed to making sure you get the best out of your time with us. It also outlines what we expect of you as a student and gives you links to the most important information you will need to have a great experience as a Salford student. The Charter was developed in partnership between the University and the Students' Union and applies to all undergraduate and postgraduate students. The key to the relationship between the University, Students' Union and student is communication. The Student Charter is the start and a summary of this dialogue.

The Charter is a summary of mutual key expectations and is not a substitute for the detailed information which is accessible via the links below.

The University of Salford undertakes to:

- Require and encourage its staff to treat students and colleagues fairly and respectfully.

The University of Salford undertakes to provide:

- High standards of engaging teaching, support, supervision, advice and guidance.
- Opportunities for one to one contact with a named member of academic staff to help you review and plan your progress.
- Opportunities for you to participate in activities that will enhance your employability and personal development.
- Support for your participation in academic development and programme management, including elections of student representatives.
- Access to appropriate information, advice and guidance services.
- A high quality, effective and accessible physical and virtual teaching and learning environment.
- Continuing professional development opportunities for its staff.
- Effective communication with and to students

The University of Salford undertakes to provide you with the following information:

- Your final teaching timetable in a timely manner, normally by 1st August.
- A student guide covering your programme and module details such as assessment criteria, contact hours, mode of delivery of the programme, examination arrangements and professional requirements (if appropriate) and a general University guide outlining assessments, regulations, academic guidance and support and appeals and complaints procedures.
- Guidance and feedback on good academic practice for Higher Education study.
- Effective and timely feedback on your assessed work, normally within 3 weeks from the submission deadline.
- Reasonable advance notice of cancelled and re-scheduled classes.
- Programme costs, payment options and deadlines, and an estimate of necessary additional costs.

You should:

- Treat all staff and students fairly and respectfully at all times.
- Attend and participate in induction, meetings with tutors/supervisors, timetabled classes, and any other scheduled activity.
- Work in partnership with University staff and take responsibility for managing your own learning, in order to:
 - actively engage in your programme;
 - ensure you spend sufficient time regularly in private study;
 - participate fully in group learning activities.
- Submit assessed work by stated deadlines, actively participate in feedback and attend formal assessments at a time determined by the University.
- Be aware of and comply with the general and student guides referred to above, the University's rules and regulations. Guidance on good academic practice and the Teaching Session Behaviour Guide.
- Give your School advance notice of any essential absences.
- Support your student representatives and participate in systems which will lead to improvements in the quality of learning and teaching.
- Participate in University activities that will enhance your employability and personal development.
- Respect the physical environment of the University, including accommodation and behave respectfully towards neighbours in the local community.
- Pay promptly any charges made by the University.

The University of Salford Students' Union undertakes to:

- Support you and your fellow students to ensure you all receive fair and respectful treatment and are aware of your rights and responsibilities.
- Champion your student voice through the election, development and training of student representatives.
- Provide non-judgmental, independent and student-focused advice on academic and welfare issues.
- Represent the interests of you and your fellow students at local and national level.
- Encourage active student communities both within and beyond the University.
- Provide a diverse range of activity groups and opportunities to enhance your personal and professional development.

Links

Your Student Life: www.salford.ac.uk/students

School and College Information: <http://www.salford.ac.uk/about-us/corporate-information/leadership-and-management/schools-and-colleges>

Library Facilities: <http://www.salford.ac.uk/library>

Students' Union: www.salfordstudents.com

Important rules, regulations and policies: <http://www.salford.ac.uk/welcome/before-arrival/rules-and-regulations>

Equality & Diversity: www.equality.salford.ac.uk/listen

University Strategy: www.salford.ac.uk/university/strategy

Date last reviewed - Sept 2013 by Executive Committee
Next review to take place during academic year 2015/16