

# Student Charter

## Students undertake to:

- Treat staff and their fellow students equally and respectfully. They should not engage in offensive language or inappropriate behaviour
- Be on time and prepared for scheduled timetabled classes, sessions and meetings with tutors. This means taking responsibility for managing their own learning and undertaking independent study to meet learning outcomes
- Engage with online provision where appropriate
- Obtain agreement from their tutors, in advance, for any essential absences
- Engage in all student support facilities to enhance their chances of success
- Take responsibility to submit work by stated deadlines and actively engage with feedback
- Make prompt payment of charges levied by UCO
- Support course representatives and participate in systems that will lead to improvements in the quality of learning and teaching
- Respect the physical environment of the Campus and ensure learning spaces are left tidy at the end of each session
- Familiarise themselves with relevant procedures and seek guidance or advice as necessary

### **University Campus Oldham undertakes to:**

- Expect its employees to treat students and colleagues, equally and respectfully
- Adopt a zero tolerance approach to abuse and other harmful behaviour

### **University Campus Oldham undertakes to provide high quality:**

- Teaching, support, advice and guidance
- Reliable, impartial and rigorous assessment, with timely feedback that promotes student learning
- Access to activities that will enhance employability and personal development
- Regular continuing professional development for its staff in their teaching and research
- Support for student participation in academic development and course management, including election of student representatives
- Access to student support functions, including counselling and welfare advice
- Library and IT specialist facilities
- A balance of face to face teaching and online contact

### **University Campus Oldham undertakes to provide students with the following information:**

- Timely notification of changes to timetables within reason
- Clear deadlines and timeframes for feedback on submitted work
- Clear access to assessment criteria, contact hours, mode of delivery of a course, examination arrangements and regulations, academic guidance and support, appeals and complaints procedures and professional requirements as appropriate
- Guidance on the full costs of study and financial support available