



UNIVERSITY OF
WINCHESTER



WINCHESTER
STUDENT UNION

Student Charter





Student Charter

Our primary aim as a university is to provide an outstanding educational experience for our students.

We believe that all of us - staff and students alike - working together in partnership, being respectful of each other and playing our part as active citizens of the University, will make this a great place to achieve our academic and professional ambitions. To support and foster that culture, we ensure that we have clear, fair and effective processes to address conduct that undermines that expectation.

The University is committed to providing high-quality teaching, and excellent facilities to learn, study, work and live in. Through our portfolio of undergraduate and postgraduate courses, and working together as staff and students, we build a deep understanding and love of subject together with wider skills to succeed as students and graduates.

We see it is important for all of us to play our part in helping our students grow as a whole person; where it is safe to try new things and to stand up for what you believe in. We will encourage you as you work hard to develop the knowledge, understanding, skills and attributes to succeed and make a difference in the world

Winchester students will be active in shaping their experience, actively engaging with their studies, assessments and the wider university community, and using their actions and voice to make a positive impact on their course, their peers and the wider University.

This charter, developed in partnership by the University and Winchester Student Union, sets out our expectations, rights and responsibilities as staff and students to help ensure we are able to fulfill these mutual aims.

THE STUDENT CHARTER OUTLINES THE UNIVERSITY'S AND STUDENTS' COMMITMENTS ACROSS 4 KEY AREAS IMPORTANT TO STUDENTS' EXPERIENCES:

	THE UNIVERSITY'S COMMITMENTS	STUDENTS' COMMITMENTS		THE UNIVERSITY'S COMMITMENTS	STUDENTS' COMMITMENTS
<p>1</p> <p>YOUR COURSE</p>	<p>The teaching on your course will be engaging and will support your academic and professional endeavour. Teaching staff will provide a quality explanation of the subject in appropriate detail. Your academic experience will be underpinned by a learning environment that provides opportunities for critical engagement. The learning resources we provide - library and IT, facilities and course-specific resources - will support your learning. We will ensure your course remains well organised and we will involve you in any changes.</p>	<p>To ensure your learning experience is the best it can be, you are expected to attend your induction sessions, participate in timetabled teaching sessions and attend sessions with your Personal Academic Tutor. You will engage with the set preparatory material. To achieve your best, you should also explore further reading and research, using the wide variety of learning resources available to you, and take up the academic opportunities on offer, enabling you to grow as an independent scholar.</p>	<p>3</p> <p>STUDENT VOICE</p>	<p>Students will be represented across the University on University committees. Students will be given the opportunity to provide feedback on their experience. We will commit to work in partnership with you to enhance your academic and university experience and will let you know how your feedback has been acted on. Winchester Student Union supports your academic interests through a variety of ways, including through the Student Academic Representative (StARs) scheme.</p>	<p>We hope you will make use of the many opportunities to provide useful and constructive feedback to be used to enhance the quality of teaching and learning and the wider student experience.</p> <p>You will commit to work in partnership with staff and fellow students to support your academic and professional endeavours. You will maintain contact with your Course Team, Student Academic Representatives (StARs) and your Student Union.</p>
<p>2</p> <p>ASSESSMENT AND FEEDBACK</p>	<p>Staff will ensure the assessment criteria are clear and available in advance of any assessment. The University will write policies in a clear and concise manner. Assessments will be marked using the relevant assessment criteria and feedback on assessed work will be timely, normally returned within 15 working days. The feedback you receive will be helpful in supporting your future development and will guide you on areas of improvement for future assessments.</p>	<p>To ensure you are well prepared for assessments, you should organise your time according to your deadlines and submit assessed work by the stated deadlines. To achieve your best, you should read and understand the assessment criteria and be familiar with the University's Academic Misconduct Policy. You should keep in contact with your lecturers and Personal Academic Tutor and take time to reflect and act on the feedback to enhance your future work.</p>	<p>4</p> <p>WELLBEING</p>	<p>We understand that there are many aspects of university life. We will work to ensure that student wellbeing is considered, in particular in relation to your academic studies. We provide a wide range of services to help support your wellbeing. These include your Course Team, Personal Academic Tutors, Student Support and Success, the Student Union and the Chaplaincy. The University is committed the wellbeing of students and we will offer appropriate support and signpost to where additional support can be provided.</p>	<p>As a student, you will make yourself familiar with the support and advice available and seek it where appropriate. You will raise any concerns, be it with your Personal Academic Tutor, Student Support and Success Advisor or the Student Union, at the earliest opportunity to ensure you receive timely and appropriate support. You will engage with University and Student Union communications about wellbeing support and advice and utilise the opportunities, activities and support provided by the University and Student Union.</p>

Service Standards

The University's Service Standards help to define what you, as a student, can expect from the 4 key areas in the Student Charter.

1. Your Course

- Your course will be designed and quality assured, or 'validated', by staff and students and involve external experts, to ensure that high quality standards are met.
- We will routinely invite your informal feedback on your course during seminars and lectures, so that any enhancements to your course can be made in real-time. We will invite you to complete an Evaluation Questionnaire each semester, to give us your reflections and formal feedback on your course.
- Your course will have a designated section on the University's Virtual Learning Environment (VLE), where your teaching team will provide learning materials to support your study.
- You will have access to library staff who can advise you on books, journals and online resources to support your learning.
- You will have access to your personal Academic Academic Tutor to support your academic, personal and professional development.

2. Assessment and Feedback

- To assure fair and equitable marking practice, wherever possible, your written summative assignments will be anonymised before they are marked (except those which have an exemption from anonymous marking).
- Marking criteria for your assessments are provided within the module handbooks, so that the criteria against which your work will be assessed are clear.
- Feedback on your summative assessed work will normally be returned on the 15th working day following the submission date.

Where a fuller assessment of your work is appropriate (for example, feedback on students' dissertations), more time will be taken.

3. Student Voice

- Your course should elect 2 Student Academic Representatives for each year of the course, to formally represent their classmates' views. Elections will be arranged by your Programme Leader.
- Your Programme Leader will convene a Student-Staff Liaison Committee (SSLC) meeting, to discuss course-related matters at least once per semester. Your course's Student Academic Representatives (STARs) will be invited to attend to represent your views.
- Minutes from your course's Student-Staff Liaison Committee will be sent to the Student Union at the earliest possible convenience and will be made available through your Canvas home pages.
- Improvements resulting from student feedback will be collated and good practice shared with both students and staff.

4. Wellbeing

- Your University & Student Union is committed to supporting your wellbeing. You can talk to your Course Team, Student Support and Success, Student Union and the Chaplaincy. When you contact us we will listen, respect you and we will take you seriously.
- We will support you in accessing NHS provision, including local GP services.
- Our Student Support team is not an emergency service and students should contact their GP, NHS 111 or the other services available for urgent support.
- Students and staff should report bullying, harassment and discrimination to reportandsupport.winchester.ac.uk.



If you have concerns

If you want to report an issue that is affecting you, such as harassment or sexual misconduct, you can do that online via reportandsupport.winchester.ac.uk

If you feel the issue is not resolved, the University's Complaints Policy is in place to support students. The Complaints Policy is available on the University intranet under Policies and Procedures.

You can also contact the Student Union Advice Centre for help with appeals, complaints and academic support www.winchesterstudents.co.uk/advice



Student Policies and Procedures

Students should ensure they are familiar with the University's regulations including the following Student Policies and Procedures. These are accessible on the main University website:

- Academic Appeals Regulations
- Academic Misconduct Policy
- Academic Regulations for Taught Programmes
- Assessment Regulations
- Attendance and Academic Engagement Policy
- Disciplinary Procedures for Students
- Drugs and Alcohol Policy
- Extenuating Circumstances Guidance
- Self-Certification for Extenuating Circumstances Policy
- Sexual Harassment, Misconduct, & Violence Guidance
- Student Complaints Policy
- Student Voice and Representation Policy
- Supporting Students to Succeed Procedures for UG and PG Taught only





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