

## THE STUDENT CHARTER

Newcastle University wants its staff and students to work together to provide a high quality learning environment. Students as well as staff have an important role to play in maintaining the quality and reputation of degrees awarded. This **Student Charter** outlines the standards of provision that undergraduate students and those on taught postgraduate programmes can expect from staff and the expectations that the University has of students in being responsible adults who are proactive and self-reliant learners. The University is committed to equal opportunities and fair practice. We expect students to treat staff, other students and people in the community with respect and courtesy.

The **Charter** was written by both staff and students and is updated regularly.

*Students enrolled on professionally accredited programmes have additional responsibilities and should refer to their Degree Programme Handbook, and to the ! Learning Agreements that apply to some programmes. Postgraduate students enrolled on research programmes should refer primarily to the Handbook for Research Students.*

### YOUR ACADEMIC PROGRAMME

#### You are expected to:

- become familiar with the requirements outlined in your *Degree Programme Handbook*
- be responsible for making well-informed choices about your study and module selection
- be on campus or at your placement whenever required by your programme and actively participate in *all* sessions specified for your programme. You are *required* to be present for some sessions where registration is taken
- study, on average, 100 hours for each 10 credits taken (approximately 40 hours per week for a full-time student)
- take responsibility for your learning
- be self-directed in your work – an independent, self-reliant learner
- pursue your studies with a positive commitment, do your best and aim high
- learn from the feedback given you by staff; reflect on that feedback to improve future assessments
- reflect critically on the subjects that you study in order to make informed contributions in seminar and tutorial discussions
- critically assess the resources you use making sure you demonstrate an understanding of the issues by presenting your own ideas in your own words
- be responsible for managing your time so that you submit work by the deadlines to avoid any penalties
- take advantage of all IT facilities, including computing clusters, e-learning facilities and other web-based resources, and manage your e-mail account

- take full advantage of the University's resources and support
- seek help if you are struggling.

**You can expect:**

- a detailed induction within your school along with a degree programme handbook and degree regulations
- the learning outcomes of your degree to be specified
- access to quality academic facilities providing a rewarding learning environment
- a degree programme that is supported by electronic communications and web-based resources in addition to traditional library resources
- a programme of study which uses a mix of teaching, learning and assessment methods appropriate for your particular degree
- well-informed staff teaching a professionally planned, coherent programme that is updated regularly
- that you will be taught how to reflect critically on the subjects you study and taught to critically assess your sources of information
- to be informed of any changes to your programme of study or your timetable and other obligations.

## **ASSESSMENT AND EXAMINATIONS**

**You are expected to:**

- make yourself available for examinations during all formal examination periods, including resit examinations in August or other periods specified by your programme
- be familiar with and abide by the *Rules Governing the Conduct of Examinations* which can be found at [www.ncl.ac.uk/examinations](http://www.ncl.ac.uk/examinations)
- submit coursework on time
- take responsibility for telling your tutor about illness or anything else which might seriously be affecting your attainment and your performance in assessment. See <http://www.ncl.ac.uk/student-progress/PCAP.doc> for more information about the PCAP (Personal Circumstances Affecting Performance) form.

**You can expect:**

- information about how the modules or units in your degree programme will be assessed, and an explanation of the criteria used for assessment
- fairness in all your assessments
- information about coursework deadlines and examination schedules well in advance
- your marks and other useful feedback on coursework normally within 4 term-time weeks of submitting that coursework.

## **STANDARDS OF ACADEMIC CONDUCT**

**You are expected to:**

- maintain high standards of academic conduct
- show a commitment to academic honesty in your work
- be familiar with and apply the guidance provided by your school on proper referencing and good academic practice, and in particular the avoidance of plagiarism

- ensure that any work you submit is your own work and that you acknowledge any use you make of the work of others. See [www.ncl.ac.uk/right-cite](http://www.ncl.ac.uk/right-cite) for more information.

**You can expect:**

- to receive a briefing on what the University means by 'good academic practice' and 'referencing'
- to be told where to find guidance materials
- that the University may use plagiarism detection software.

**TUTORIAL SUPPORT ON YOUR PROGRAMME**

**You are expected to:**

- attend all arranged meetings with your tutor
- make appropriate use of all the support and guidance offered at Newcastle University
- take the initiative in raising problems or difficulties (academic or personal) at the earliest possible opportunity
- report promptly to your school or tutor when you are ill or have other good reason for non attendance or failing to meet deadlines.

**You can expect:**

- to be given a tutor (usually a member of the teaching staff of your school) who will provide confidential advice and who will ensure that you have access to pastoral and academic support to facilitate your learning
- to receive advice about the extenuating circumstances process
- the University to provide a network of student support services to which you may self-refer or to which your tutor can direct you.

**STANDARDS OF PERSONAL CONDUCT**

**You are expected to:**

- behave in a responsible manner whether on campus, in University accommodation or in the community
- treat others – fellow students, members of staff, neighbours and other people in the community - with courtesy, fairness and respect regardless of race, ethnic origin, age, gender, marital or parental status, sexual orientation, religion and belief, disability, political belief or trade union membership. (This applies to all communication methods including personal contact, written communication and social community websites.)
- treat buildings and facilities - on campus, at your accommodation and in the community - with care and respect.

**You can expect:**

- the University to respect the needs of its diverse community of students and staff
- to be treated courteously and with fairness, dignity and respect regardless of race, ethnic origin, age, gender, marital or parental status, sexual orientation, religion and belief, disability, political belief

or trade union membership and activities. (The University's diversity policies can be seen at [www.ncl.ac.uk/diversity/](http://www.ncl.ac.uk/diversity/) )

- the University to endeavour to provide a safe and secure environment free from fear, intimidation and harassment
- that serious breaches of conduct will result in disciplinary procedures against a student, or group of students, and penalties as set out in the *Student Disciplinary Procedures* at [www.ncl.ac.uk/student-progress](http://www.ncl.ac.uk/student-progress) .

## HEALTH AND SAFETY

### You are expected to:

- take responsibility for your own health and safety and that of others who may be affected by what you do or fail to do
- be aware of the wellbeing of your friends and fellow students
- report any serious illness or hospitalisation of a fellow student to your school office
- provide up-to-date details to your school including landline and mobile phones, local and home addresses, who to contact and how to contact them in an emergency.

### You can expect:

- the University to accept its duty to ensure the health, safety and welfare at work of all its employees, students and visitors
- the University to keep laboratories and buildings safe and in good repair
- the campus to comply with the provisions of the Disability Discrimination Act
- a smoke-free environment on campus
- that your school will provide information and training as necessary with regard to safety in laboratories and on field trips.

## REGISTRATION

### You are expected to:

- register on time and attend school and University induction events
- pay all necessary fees
- collect a Smart Card
- make sure you are registered with a doctor and have access to dental services
- undertake 'to conform to the discipline of the University and to all Statutes, Regulations and Rules in force'
- sign the declaration which states that you agree to the use of your personal data as outlined in the *Use of Students' Personal Information* statement available at [www.ncl.ac.uk/data.protection/datacollectnot.htm](http://www.ncl.ac.uk/data.protection/datacollectnot.htm)
- check that the data the University stores about you is accurate and up-to-date by going to the University's secure Personal Development Planner page at <https://pdp.ncl.ac.uk>
- notify your school of any change in your personal details and make sure that the modules entered against your name in the University database are actually the ones you are taking.

### **You can expect:**

- The University to provide a *Welcome Week* which allows students to register on their degree programme and to attend induction events and social activities to help them settle into University life
- registration procedures which allow the University to collect the necessary information about your status as a student, contact information, and information about the programme and modules/units on which you are enrolled
- to be entered for the correct examinations based on the data collected at registration
- that all information which the University holds about you will be treated in a responsible and confidential way, in line with the Data Protection Act.
- to be given a general right of access to personal data that relates directly to you. See [www.ncl.ac.uk/data.protection/](http://www.ncl.ac.uk/data.protection/) .

## **STUDENT OPINION and REPRESENTATION**

### **You are expected to:**

- take advantage of the Union Society's provision for student representation on the University's formal decision-making bodies and the staff-student committee of your school
- give feedback on the modules you take, on all the services you use e.g. library & accommodation, and to respond to the institution-wide survey of student satisfaction
- behave in a mature and constructive way in expressing your opinion and share responsibility for the decisions which may be taken following consultation with you or other student representatives.

### **You can expect:**

- the University and the Union Society to provide opportunities for student representation
- the University to listen to and consider student opinion.

## **THE ENVIRONMENT**

### **You are expected to:**

- be aware of issues to do with climate change and the environment
- minimise your own use of energy and natural resources by using and encouraging the use of public transport and by making best use of University and city recycling facilities
- prioritise walking, cycling or public transport over use of a personal car
- abide by the rules of the University's smoke-free campus
- respect the built environment and public spaces of the University campus and the halls of residence.

### **You can expect:**

- the University to be committed to the principles of environmental protection and sustainable development in all its activities
- the University to meet or exceed UK, European & international environmental regulatory requirements
- the University to provide recycling facilities and shelters and racks for bicycles

- the University to minimise all aspects of its operations that result in adverse impacts on the environment
- the University to minimise consumption of unsustainable raw materials and fuels through its purchasing and transport policies
- academic staff whose research involves the effective protection of the environment, the prudent use of natural resources and technological innovation to mitigate pollution and other problems.

See the University Sustainability Policy at

[www.estates.ncl.ac.uk/documents/sustainpolicy.php](http://www.estates.ncl.ac.uk/documents/sustainpolicy.php)

This Charter supplements formal University requirements regarding academic progress and examinations. These formal requirements are detailed in the University Regulations at [www.ncl.ac.uk/calendar/](http://www.ncl.ac.uk/calendar/).

**Students are expected to** read and be familiar with the Regulations. Hard copy booklets can be obtained by request from Reception, 6 Kensington Terrace.

Other policies and procedures are available at [www.ncl.ac.uk/pre-arrival/regulations.phtml](http://www.ncl.ac.uk/pre-arrival/regulations.phtml)