

Student Charter - Rights and Responsibilities

Our vision is of Newcastle as a world-leading university, advancing knowledge, providing creative solutions and solving global problems. We aspire to be a people-focussed university that harnesses academic excellence, innovation and creativity to provide benefits to individuals, organisations and to society as a whole.

Our Vision is based firmly on our core values of equality, diversity and inclusion, social justice and respect for academic freedom but it is also informed by three aspirational values - excellence, creativity and impact – that guide everything that we do.

The Vision is underpinned by a set of strategies, the first of which – Education for Life – outlines our commitment to promoting the highest levels of student engagement. We will inspire, challenge and empower you to discover and reach your full potential, and support you and care for you as you do so.

To encourage student success, the following summary of commitments has been agreed by the University community and signed off by the Vice-Chancellor and the President of the Students' Union. This Student Charter has been developed after review and consultation with key colleagues and Students' Union representatives. The document is reviewed regularly. Important sections to the Student Charter are the Statements of Student Academic Rights and Responsibilities and Behavioural Expectations, along with information on relevant key policies and procedures

The University requires students to conduct themselves in a reasonable and proper manner at all times, both on and off campus, including adhering to any social distancing guidelines that are imposed by the UK Government or the University. These values are essential to the functioning of an academic community and the University will take appropriate action where a proven breach of its policies/regulations relating to student conduct has occurred, whether around University buildings or in the local community

This Student Charter recognises that, whilst the majority of Newcastle University students are based on campus in Newcastle, some of our students are based in London, Malaysia or Singapore or are studying at a distance or through online learning arrangements. In addition, many students are based with external organisations whilst undertaking a placement as part of their course. The principles in the Charter apply to all students, regardless of their programme or mode of study or location. However, there may be particular provisions or different arrangements at our overseas campuses and for students studying at a distance or through e-learning, and where applicable, similar or equivalent services will be provided.

All students and University colleagues are expected (subject to the provisions of any specific adjustments relating to individuals) to follow the spirit of the Charter.

Newcastle University undertakes to:

- require its employees to demonstrate high standards of professional conduct
- treat students as full members of the University community
- require its employees to treat students professionally and with respect
- promote equal opportunity for all students
- work in partnership with students to shape their University experience
- work with regional partners, such as Newcastle City Council, to support all students who are living, working and studying at the University

Newcastle University undertakes to provide:

- high standards of teaching, support, advice and guidance
- access to activities that will develop graduate and research skills and enhance personal development and employability
- access to professional support services for advice on health and wellbeing, accommodation, finance and careers
- access to excellent library and IT resources

- support for student election of representatives and participation in academic and programme development.

Newcastle University undertakes to provide students with the following information:

- published programme costs, payment options and deadlines, and an estimate of necessary additional costs
- a programme handbook which outlines any professional requirements, student learning activity hours, attendance expectations, mode of course delivery, assessment criteria, assessment arrangements and regulations, academic guidance and support, and appeals and complaints procedures
- clear deadlines and timeframes for feedback on submitted work
- appropriate periods of notice for planned changes to the timetable and curriculum.

Students undertake to:

- demonstrate high standards of personal conduct and respect in their interactions with the University and the local community
- be respectful of the city's permanent residents, and of the communities they live in, and do all that they can to be good neighbours treat University colleagues and their fellow students respectfully
- engage with orientation, induction information and meetings with tutors/ support colleagues
- familiarise themselves with information provided by the University and follow recognised procedures
- be punctual, attend all timetabled sessions and participate in classes and group learning activities
- take responsibility to manage their learning, engaging with all learning opportunities on their programme and ensure that they regularly spend sufficient time in private study
- obtain agreement from their academic unit, where possible in advance, for essential absences
- submit assessed work by stated deadlines, engage and learn from feedback
- participate in opportunities to develop and improve provision, such as supporting student representatives and completing feedback forms
- take responsibility for engaging in appropriate activities outside of their curriculum to enhance their employability skills
- respect the physical and digital environment within and beyond the University
- be an effective and professional representative of the institution whilst on a work placement or during a period of outside study.

The Students' Union undertakes to:

- promote high standards of student personal conduct
- support student engagement with the local community
- support all students to ensure they receive equal treatment and are aware of their rights and responsibilities
- support student representation in a wide range of contexts to ensure that students contribute to the development and improvement of provision
- work in partnership with the University to ensure that student views inform the development and improvement of provision, and the wider student experience
- assist students with academic and welfare problems
- represent the interests of all Newcastle University students at local and national level
- encourage students' personal and professional development by provision of a range of information and media, sports clubs, societies and activities.

Professor Chris Day, Vice-Chancellor & President of Newcastle University



Dorothy Chirwa, President of the Students' Union 2020-21



For further information please contact:

Head of the Student Progress Service: head.studentprogress@ncl.ac.uk

President of the Students' Union: president.union@newcastle.ac.uk

Section A

Statement of Student Academic Rights and Responsibilities for All Students

This section expands on points in the Student Charter. Students enrolled on research, professionally-accredited, distance learning or international campus programmes may have additional/alternative responsibilities that are detailed in their programme handbooks. Some of the specific University and Students' Union expectations in this section are of particular relevance to students who are based on campus in Newcastle. Arrangements may be different if you are studying at one of our overseas campuses or through distance- or e-learning. However, the spirit of these expectations applies to all University colleagues and students, regardless of location or mode of study.

STANDARDS OF PERSONAL CONDUCT

You can expect the University and the Students' Union (where relevant) to:

- respect the needs of the diverse community of students and University colleagues
- treat you with courtesy, fairness, dignity and respect regardless of race, ethnic origin, age, gender, marital or parental status, sexual orientation, religion and belief, disability or political view and to respect your privacy as described in the University's diversity policies at www.ncl.ac.uk/diversity/ and the Students' Union policies at www.nusu.co.uk/yourunion/documents
- endeavour to provide a safe and secure environment free from fear, intimidation or harassment
- promote professional standards of behaviour by all members of the University including confidentiality
- ensure that serious breaches of University rules result in disciplinary procedures against a student, or group of students, as detailed in the University's Student Disciplinary Procedure at www.ncl.ac.uk/students/progress/Regulations/SPS/ and the Students' Union Disciplinary Procedure at www.nusu.co.uk/yourunion/documents
- comply with UK laws and for our overseas campuses in addition the law of the country in which the campus is based.

You are expected to:

- observe University rules for the use of University facilities and behave responsibly on campus, in University accommodation and in the community, including relevant social-distancing measures in-place for the safety and wellbeing of all members of the University community
- observe a general duty of care to fellow students, the University and any relevant professional body
- express your opinions in a mature and constructive way
- treat fellow students, University colleagues, neighbours and other people in the community with courtesy, fairness and respect regardless of their personal circumstances, race, ethnic origin, age, gender, marital or parental status, sexual orientation, religion and belief, disability or political views and respect the privacy of students and University colleagues
- treat buildings and facilities on campus, at your accommodation and in the community with care and respect
- demonstrate the above standards in all verbal and written communication, including via social media and e-mail

YOUR ACADEMIC STUDY - TAUGHT PROGRAMMES

You can expect, as part of the Teaching Code of Practice, to:

- receive support to develop as an independent, self-directed learner and as a critical thinker able to synthesise, communicate, evaluate and apply opinions and ideas in a variety of contexts
- receive timely and relevant information about what is expected of you and about support available to you, during your orientation and induction sessions and in your programme handbook and regulations
- be given clear specifications of the intended learning outcomes of your programme
- experience a programme of study that uses a mix of teaching, learning and assessment methods
- experience research-informed teaching which may involve undertaking a research dissertation or project
- have the opportunities detailed in the Graduate Skills Framework to develop skills for learning, life and work
- be taught in appropriate facilities
- have a programme that is supported by a range of web, library, IT and other information and learning resources; first year undergraduate students will also have the opportunity to meet with a student mentor
- be taught by subject experts and who deliver a coherent and up-to-date programme
- have academic colleagues contact appropriate to the programme and stage: a full-time stage one undergraduate student will receive at least 9 hours of academic colleagues contact time per week as an average across 24 teaching and learning weeks; for stage two and above contact time will be appropriate to the level of the programme
- have access to module materials within a Virtual Learning Environment including access to some recorded lecture content
- have access to an e-Portfolio
- be given reasonable notice of changes to your programme of study, timetable or curriculum, where these are known in advance
- receive fair and consistent treatment in line with the regulations, policies and procedures of the University

You are expected to:

- take responsibility for your learning and endeavour to become an independent, self-reliant student
- familiarise yourself with the requirements outlined in your programme handbook
- take responsibility for your own choices about your programme of study, including your choices about study and assessment
- participate fully in all activities specified in your programme
- undertake sufficient private study to meet the requirements of your programme which the University estimates to be approximately 40 hours per week for a full-time student, including private study. (Note, on average, 10 study credits require 100 hours of study)
- reflect critically on the subjects that you study to develop a deeper understanding
- make positive contributions to group-work and treat other group members with respect
- be responsible for effective time management
- manage your University e-mail account and check daily the e-mails and electronic notice boards for your programme
- take full advantage of the University's learning resources
- seek advice and support promptly

- fulfil agreements that you have made about your programme of study

YOUR ACADEMIC STUDY - RESEARCH PROGRAMMES

You can expect, as part of the Code of Practice for Research Degree Programmes to:

- be supported by subject experts
- have a supervisory team of at least 2 academics with appropriate research skills and knowledge
- receive support to develop as an independent, self-directed researcher and as a critical thinker able to synthesise, communicate, evaluate and apply opinions and ideas in a variety of contexts
- receive timely and relevant information about what is expected of you and about support available to you, during your orientation and induction sessions and in your handbook and regulations
- be given clear information about the required outputs of your research programme and about progression requirements
- have regular meetings about your research with your supervisory team and your supervisor; if you are a full-time student you will have a minimum of 10 formally recorded meetings per year with your main supervisor and 3 per year with your full supervisory team
- have the opportunities detailed in the Researcher Development Framework to develop skills for learning, life and work
- have access to appropriate facilities for your study
- have a programme that is supported by a range of web, library, IT and other information and learning resources
- have access to an e-Portfolio
- be given reasonable notice of changes to your programme of study where these are known in advance
- receive fair and consistent treatment in line with the regulations, policies and procedures of the University

You are expected to:

- take responsibility for your learning and endeavour to become an independent, self-reliant researcher
- sign your learning agreement, submit a project proposal and preliminary ethical screening
- familiarise yourself with the requirements outlined in your handbook
- take responsibility for your own choices about your research programme
- participate fully in all activities specified for your programme
- undertake sufficient study to meet the requirements of your research programme
- reflect critically on the subjects that you study to develop a deeper understanding
- make positive contributions to the research culture and treat other research group members with respect
- be responsible for effective time management
- manage your University e-mail account and check daily the e-mails and electronic notice boards for your research programme and your researcher development programme
- take full advantage of the University's learning resources
- seek advice and support promptly
- fulfil agreements that you have made about your research

ASSESSMENT AND EXAMINATIONS

You can expect:

- clear information about how your programme will be assessed and an explanation of the assessment criteria
- assessment by a range of different methods
- fairness in the design and marking of your assessments
- timely information about coursework deadlines and examination schedules
- to receive your marks and other useful feedback on coursework normally within 4 term-time weeks of submitting that coursework (except when extenuating circumstances prevent this)
- useful feedback on assessments, including general feedback on examinations
- feedback that enables you to improve your performance in future assessments

You are expected to:

- be available for examinations during all formal examination periods, including re-sit examinations or other periods specified for your taught programme and Annual Progress Reviews for Research Students
- check your examination timetable carefully and arrive on time for examinations
- be familiar with and abide by the Rules Governing the Conduct of Examinations which can be found at <https://www.ncl.ac.uk/exams/>
- submit in-course assessed work on time, unless you have obtained an extension
- take pro-active responsibility for telling your tutor and other relevant University colleagues about illness or anything that might affect your learning or assessment, as described in the information about Personal Extenuating Circumstances (PEC) procedure available at <https://www.ncl.ac.uk/students/progress/Regulations/Procedures/change/PEC.htm>

ACADEMIC CONDUCT

You can expect, as part of the Teaching Code of Practice and Code of Practice for Research Degree Programmes:

- the University to promote high standards of academic conduct
- to receive information on good academic practice, including the avoidance of plagiarism
- the University to use plagiarism detection software
- a clear procedure for handling cases of academic misconduct - www.ncl.ac.uk/students/progress/Regulations/SPS/assessment.htm

You are expected to:

- maintain high standards of academic conduct and honesty
- be familiar with and apply the guidance provided on good academic practice including the avoidance of plagiarism and other academic misconduct such as the purchase or mis-use of the work of others
- ensure that your submitted work is your own and that you acknowledge appropriately any use made of the work of others as recommended at www.ncl.ac.uk/right-cite/
- abide by the Rules Governing the Conduct of Examinations which can be found at www.ncl.ac.uk/examinations

TUTORIAL/SUPERVISORY SUPPORT ON YOUR PROGRAMME

It is important that you feel supported throughout your time as a Newcastle University student so you will be assigned a personal tutor/supervisor who will guide your personal and general academic development, signpost you to other sources of support when appropriate, and provide you with a consistent personal contact within the University. This is in line with the University's Framework for Personal Tutoring (Taught Students) and the Code of Practice for Research Degree Programmes (Research Students). There may be reasons why you want to change your tutor/supervisor: for more information see <http://www.ncl.ac.uk/ltds/student/tutoring/studentinfo/index.htm> (Taught Students) and the Code of Practice for Research Degree Programmes (Research Students). <https://www.ncl.ac.uk/students/progress/student-resources/PGR/handbook.htm>

You can expect, as part of the Framework for Personal Tutoring, the Teaching Code of Practice, **or** the Code of Practice for Research Degree Programmes, your tutor/supervisor to:

- assist you with your induction and familiarisation into academic life
- respond promptly to any communication from you
- arrange to meet you within four weeks of you starting at University, with a meeting at least twice during your first semester at the University and offer tutorial contact at least once each semester thereafter (Taught Students)
- allocate you with an appropriate supervisory team, who will offer regular structured interactions with at least one member of the supervisory team at least ten times per year, to provide direction and monitor your progress (Research Students)
- offer general academic advice on your progress and development and guide you towards relevant skills development provision and careers advice
- listen to you and offer you pastoral care, confidential help and non-academic advice, and to direct you to other student services when appropriate
- liaise with other academic and administrative colleagues about you, when appropriate, to support your positive development and progress
- provide references for you
- offer you guidance or advice on University processes including disciplinary procedures and extenuating circumstances

You are expected to:

- attend all meetings arranged with your tutor/supervisor and respond promptly to any communication from them
- arrange additional meetings if required
- prepare for meetings with your tutor/supervisor
- make appropriate use of all the support and guidance offered at Newcastle University
- take the opportunity to raise academic or personal problems as soon as possible
- let your academic unit or tutor/supervisor know as soon as possible when you are ill or have other good reason for non-attendance or for failure to meet deadlines
- keep records of meetings, and agreed actions, including personal development planning
- ensure that you prepare a record of your discussion after each tutorial/supervision meeting that includes follow-up actions and agree with your tutor that the record is accurate
- discuss reference requests with your tutor/supervisor in a timely manner

ENGAGEMENT WITH THE UNIVERSITY

You can expect the University and the Students' Union (where relevant) to:

- notify you of all important systems and procedures
- apply systems and procedures in a fair and consistent manner with due regard to equality and diversity legislation
- provide a range of opportunities for you, or student representatives, to contribute to the development of your programme, facilities and services
- provide a fair process for you to raise complaints - <https://www.ncl.ac.uk/students/progress/Regulations/Procedures/complaints.htm>

You are expected to:

- complete the registration process and take responsibility for maintaining the accuracy of your student record on the Student Self Service Portal (S3P) at <https://s3p.ncl.ac.uk/login/index.aspx>
- familiarise yourself with systems and procedures that apply to you and follow required protocols in a timely manner
- demonstrate positive engagement with assessment feedback and opportunities to develop your graduate skills
- raise concerns about the University in a timely and constructive manner

THE ENVIRONMENT

We are committed to providing a pleasant, clean, smoke free environment for students and University colleagues to enjoy at Newcastle: See the University's Sustainability Policy at www.ncl/estates/

You can expect the University and the Students' Union (where relevant) to:

- be committed to environmental protection and sustainable development in all its activities
- meet or exceed environmental regulatory requirements
- champion research activity that supports the above aims
- support colleagues and students in their endeavours to minimise negative environmental impact and improve environmental sustainability

You are expected to:

- be aware of issues that may impact on climate change and the environment
- minimise your own use of energy and natural resources and to use and encourage the use of public transport and recycling facilities

HEALTH, SAFETY AND WELLBEING

The health and happiness of all our students is paramount and we aim to ensure that in several ways: <http://www.ncl.ac.uk/students/wellbeing/>

You can expect the University and the Students' Union (where relevant) to:

- take all reasonable measures to ensure the health, safety and welfare at work of all employees, students and visitors
- provide you with appropriate safety information and training for activities you are doing whether they are on University property or elsewhere
- ensure that buildings and external areas controlled by the University are safe and in good repair
- provide a smoke free campus

- provide appropriate levels of student wellbeing support or facilitate your access to this, via external sources
- ensure compliance with the provisions of the Equality Act and any other legislation

You are expected to:

- take reasonable care of your own health and safety and that of others who may be affected by your actions
- take responsibility to seek and engage with support offered by the University for your own health and wellbeing needs
<http://www.ncl.ac.uk/students/wellbeing/contact/>
- co-operate to enable the University / Students' Union to discharge their safety duties
- be aware of, while not taking responsibility for, the wellbeing of your friends and fellow students
- promptly report all wellbeing and accident concerns to the Student Wellbeing Service and to the Safety Office respectively
<http://www.ncl.ac.uk/students/wellbeing/contact/safety-office@ncl.ac.uk>
- provide up-to-date contact details to the University, including details of who to contact in an emergency
- abide by the University's smoke-free campus rules where applicable

Section B

Student Behavioural Expectations

This section sets out the standards of conduct the University expects of its students in order to ensure a fair and equitable, supportive and non-threatening environment for all members of the University community. The central activities of the University of learning, teaching and research can only be achieved if members of the University community have mutual trust, respect and confidence to permit freedom of thought within a framework of respect for others in the community.

The University expects students to conduct themselves in a reasonable and appropriate manner at all times, both on and off campus. This includes:

- Behaving in a responsible manner that will foster mutual respect and understanding between all members of the University community.
- Behaving and communicating in ways that are unlikely to offend others.
- Complying with all reasonable requests from University colleagues.
- Being considerate to neighbours, especially in relation to noise levels and rubbish.
- Acting within the law.

These values are essential to the functioning of an academic community and the University will take appropriate action where a proven breach of its policies relating to student conduct has occurred

Misconduct includes, for example:

- Disruption or interference with University activities whether on University premises or elsewhere
- Damage, whether reckless or intentional to University property or property of members of the University
- Failure to treat others (students, University colleagues, neighbours, external agencies) with respect

- Anti-social behaviour whether on or off the University premises or elsewhere
- Harassment, bullying and victimisation of any student, University colleagues or visitor to the University
- Any sexual misconduct/sexual impropriety, including, but not limited to, non-consensual sexual activity, sexual violence, assault, harassment, and stalking
- Initiation events and any event or activity which involves improper coercion or manipulation of students to their physical or mental detriment, for example when forcing or pressurising others to take part in demeaning activities or excessive consumption of alcohol or other substances
- Violent, indecent, disorderly, threatening or offensive behaviour or language whilst on University premises
- Any unlawful conduct

All allegations of personal misconduct by students will be investigated in accordance with the University Student Disciplinary procedure

<http://www.ncl.ac.uk/students/progress/Regulations/SPS/disciplinary.htm>

It should be noted that sanctions applicable as a result of disciplinary cases may include fines and charges. This includes fines relating to misconduct in University Residences.

<http://www.ncl.ac.uk/students/progress/Regulations/SPS/fines.htm>

The University has Terms and Conditions which support a positive environment for learning and academic achievement

<http://www.ncl.ac.uk/pre-arrival/regulations/#termsandconditions>

A list of all other University policies and procedures relevant to the Student Charter – Rights and Responsibilities can be read via the following University Webpage.

www.ncl.ac.uk/students/progress/Regulations/SPS/

www.ncl.ac.uk/students/progress/Regulations/Other/

Newcastle University's Health and Wellbeing Services can provide you with support to explore the impact of assault has had upon you and how you can being powered to redress this.

Tel: 0191 208 3333

<https://reportandsupport.ncl.ac.uk/>

<https://www.ncl.ac.uk/students/wellbeing/support/>

If you are concerned about your own behaviour or that sexual violence has been or may be perpetrated against one of our students, you can contact The University's Wellbeing Consultancy Team, who will help to take any and all necessary safeguarding steps Tel: 0191 208 3333

[Safezone](#) App

Safezone is a free app that connects you directly to University Security. If you raise an alarm or call for help, on-campus Security will be alerted so they can help you quickly and effectively.

<https://www.safezoneapp.com/>