



Student Charter

Welcome to Newcastle University!

This Student Charter forms part of your contract with the University. It was developed jointly by Newcastle University and the Students' Union as a way to establish and manage our expectations of one another and to set out the rights and responsibilities of all our students.

This Student Charter is accompanied by two additional documents, which also form part of your contract with the University, so it is important you familiarise yourself with the content of them too:

- [Student Behavioural Code of Conduct](#)
- [Student Academic Code of Conduct](#) (Appendix 1)

Together, these documents outline what we can all expect of each other and set out our shared values.

Our vision

Our vision is of Newcastle as a world-leading University, advancing knowledge, providing creative solutions and solving problems.

Our Newcastle Growth Mindset aims that our graduates will:

- Pursue excellence in all that they do
- Apply creativity to solving the problems of today and tomorrow
- Make an impact on whatever path they follow

We will inspire, challenge and empower you to reach your full potential, and support and care for you as you do.

Newcastle University Students' Union

Newcastle University Students' Union is dedicated to representing students and advocating for you. The Students' Union is independent from the University and can offer impartial support as well as community spaces through its activities. All students are automatically members of the Students' Union unless you choose to withdraw your membership.

All Students' Union members are asked to abide by the [Members Code of Conduct](#).

The Students' Union will offer you:

- Impartial support and advice around your academic studies and life as a student.
- Development opportunities and social spaces through clubs, societies, volunteering opportunities (such as through Student Media), and one-off activities.
- Representation from your Officers at an institutional, regional, and national level.

Personal Conduct

The University welcomes students from all walks of life and we know that we all have multiple and varied strengths and experiences.

Mutual respect and understanding are at the heart of what we do and all members of the University community commit to:

- Treat one another with courtesy, dignity and respect
- Take appropriate actions to prevent bullying, harassment and intimidation
- Promote an inclusive environment that challenges all forms of discrimination, bullying and victimisation
- Express our opinions in a way which is lawful and which protects the University's commitment to Freedom of Speech.

When you register for each year of study with us, you agree to follow the University's policies and procedures, which includes the [Student Behavioural Code of Conduct](#). In line with this, we expect all members of the University Community to maintain high standards of personal conduct and to recognise and respect the rights of others.

Academic Life

Our students are treated as full members of the University community and we work in partnership with you to shape your University experience, whether you are studying on a taught programme or working towards a research degree.

We are committed to helping our students to become independent learners, researchers and critical thinkers. We welcome different perspectives and strive to protect academic freedom, freedom of speech and to uphold academic integrity.

As a University, we will:

- Provide you with relevant information about what is expected of you and what support is available to you.
- Support you to develop as an independent and self-directed learner and critical thinker.
- Provide feedback on any summative assessments within 20 working days of the

submission date (summative assessments are those which count towards your final mark for the module).

- Give you reasonable notice of changes to your timetable, curriculum or programme of study (where these are known in advance).
- Ensure you have access to appropriate facilities, including academic contact which is appropriate to your level of study.
- Assign you an Academic Adviser (for taught programmes) or supervisory team (for research programmes).

As a student, you will:

- Take responsibility for your own learning, time-management, and choices about your programme, study and assessment (this includes managing your University emails, undertaking private study and familiarising yourself with the requirements outlined in your course handbook);
- Engage positively with group work in a way that is respectful of others' rights to hold and express their own views;
- Maintain high standards of academic integrity and honesty and familiarise yourself with the [guidance on good academic practice](#), and the [Code of Practice for Research Degree Programmes](#).
- Seek help and advice promptly where academic problems arise.

Safety and wellbeing

The health, safety and wellbeing of those within our University community is paramount to us. You can expect the University and Students' Union to take all reasonable measures to ensure the health, safety and welfare of all members of the University community.

All members of the University community commit to:

- Take reasonable care of our own health and safety and that of others who may be affected by our actions;
- Take responsibility to seek and engage with health and wellbeing support offered by the University when needed;
- Promptly report all accidents and wellbeing concerns to the Safety Office (safety-office@ncl.ac.uk) and Student Health and Wellbeing Service, respectively;
- Provide up to date contact details to the University, including details of who we should contact in an emergency.

There may be times when you feel you need some additional wellbeing support while studying at Newcastle. In those times, you may find the following sources of support and advice useful:

- Your Academic Adviser
- The University's [Student Health and Wellbeing Service](#) - including counselling, disability support, financial advice and wellbeing support:
- [Support & Advice Hub of the Students' Union](#) - offers a portfolio of helpful resources, as well as an appointment-based service where you can chat with a trained, independent advisor.

Related documents

- If you would like to raise a concern or complaint about a specific Academic Unit, Service or your general experience at Newcastle University, information on how to do this can be found in the [Student Complaints and Resolution Procedure](#).
- Nothing in this policy should be read as undermining or conflicting with the University's [Code of Practice for Freedom of Speech](#).

Appendix 1: Student Academic Code of Conduct

Academic Study

The University expects all students to take responsibility for their own learning and programme choices. This includes:

- Completing the registration process at the start of each academic year.
- Ensuring that your student record is kept up to date on the Student Portal
- Familiarising yourself with the requirements of your Programme Handbook or Research Degree Handbook.
- Attending all scheduled meetings with your Academic Adviser/supervisory team.
- Managing your own time effectively.
- Undertaking sufficient study to meet the requirements of your programme.
- Reflecting critically on the subjects you study.
- Making positive contributions to group-work/research groups.
- Treating other members of the University community with respect.
- Respect the rights of all members of the University community to freedom of speech and freedom of academic thought, even while engaging in academic debate involving controversial or alternative viewpoints. For the avoidance of doubt, the use of threatening, abusive or insulting words or behaviour that causes, or is likely to cause, another person harassment, alarm or distress is not lawful.
- Managing your University email account and regularly checking the electronic notice boards for your programme.
- Seeking advice and support promptly when issues arise.
- Informing your Academic Unit as soon as possible if you experience illness or any other circumstance which may prevent you engaging with your studies or meeting assessment deadlines.
- Attending all scheduled teaching sessions, unless you have obtained permission from your Academic Unit to be absent or attend remotely.
- Fulfilling any agreements you have made about your programme of study.

In addition, research students are expected to:

- Discuss and approve your learning agreement with your supervisory team.

- Submit a project proposal and preliminary ethical screening.
- Follow the University's ethical review process where preliminary ethical screening indicates that full ethical approval is required.

Assessment and Examinations

The University expects all students to:

- Be available for examinations during all formal examination periods (including Annual Progress Reviews for Doctoral and MPhil Students);
- Check your examination timetable carefully and arrive on time for examinations;
- Submit in-course assessed work on time, unless you have obtained an extension;
- Take proactive responsibility for telling your Academic Adviser and other relevant University colleagues about anything that might affect your learning or assessment. ([Personal Extenuating Circumstances \(PEC\) Procedure](#)).

In addition, following submission of your thesis, research students are expected to immediately report to your Supervisory Team and Graduate School any circumstances that may:

- Prevent you from attending your oral exam.
- Require reasonable adjustments to be made to your oral examination.
- Impact your performance in your oral examination.

Academic Conduct

The University expects all students to:

- Maintain high standards of academic conduct and honesty;
- Familiarise yourself with the guidance provided on [good academic practice](#);
- Ensure that your submitted work is your own and the work of others is appropriately acknowledged.
- Take steps to avoid all forms of academic misconduct, including plagiarism, cheating, collusion, the purchase of custom essays, the misuse of Artificial Intelligence, and the misuse of the work of others.
- Abide by the [Rules Governing the Conduct of Examinations](#).