

STUDENT CHARTER 2024-25

Our vision at the University of Suffolk is to be a cohesive, reflexive and student-centred academic community. We recognise that students, staff and the Students' Union are all partners in this community. Every partner has a role and a voice, and, through active engagement, contributes to our shared success. This Charter is updated annually.

The following core values, as set out in [Transforming Lives and our Region: Our Strategy and Vision 2020-2030](#), underpin the University's activities and provide a clear and constant guide to the way we operate. We are:

- Transformational: we believe in the power of education to deliver positive change for the individuals and communities we work with.
- Inclusive: we are a community built on respect, fairness and compassion. We debate our differences sensitively and celebrate the strength and creativity that a diverse community gives us.
- Creative: we dare to challenge established beliefs, generate new ideas and strive to change the communities we serve. We are innovative in finding new ways and solutions to advance the boundaries of knowledge and address real-life issues.
- Empowering: we inspire our students and staff to be the best they can be and support them to realise their potential and goals.
- Collaborative: we thrive through inclusive, trusting and supportive relationships building a sense of community and mutual responsibility, helping us to achieve our shared goals.
- Professional: we strive to deliver the highest standards of service and scholarship, both internally between academics and professional services colleagues, and externally between all University staff and members of our wider community.

The Student Charter has been developed jointly by the University and the Students' Union in the spirit of partnership. It reflects our shared values and principles and sets out what we can expect from each other as partners in our academic community. More information about our shared Values and behaviours can be found on the [University website](#).

Learning experience and environment

Together we will:

- Create a learning experience and environment which allows each member of the University community to succeed.

- Promote the freedom to question, challenge and enter discussions, respecting the rights of individuals to hold different beliefs and views, and to express them through appropriate contribution to discussion and academic debate, refraining from any actions that may compromise or disrupt academic activities
- Appropriately challenge and address behaviours or views which compromise or disrupt academic activities.

As a student I will:

- Manage my own learning and development, recognising the importance of attendance, engagement and my own contribution to the wider academic community
- Make relevant staff aware of any additional learning requirements or special circumstances so that appropriate arrangements can be put in place
- Be prepared to be challenged by the learning experience and to challenge myself to make the most of the opportunities offered.

As a University we will:

- Strive to continuously enhance the student experience, using student feedback to inform our plans
- Provide students with all appropriate course information, including academic timetables, expected contact hours, assessment schedules, additional course costs and information on course content
- Provide access to relevant learning support facilities, including library and computer provision
- Invest in the development of academic and support staff, campus facilities and services
- In partnership with the Students' Union, respond as appropriate to student feedback to ensure that the student experience is the best it can be
- Maintain high academic standards through fair and challenging assessment
- Enable students to be partners in their learning experience
- Advance knowledge and understanding through research and scholarly activity which is conducted to a high ethical standard.

As the Students' Union we will:

- Promote, deliver and sustain a range of activities and services that support and encourage students get the most from their time at the University of Suffolk.

Academic, personal and professional development

Together we will:

- Actively engage with developmental opportunities with the aim of constructively challenging and enhancing one another in order to succeed both academically and professionally.

As a student I will:

- Engage fully with the educational opportunities provided by the University, including attendance at face-to-face sessions, engagement with online activities, and full participation in induction, tutorials and meetings
- Make use of the information, advice, guidance and services provided to support learning and the achievement of career goals
- Take responsibility for achieving my potential by engaging as an independent learner and managing my own development
- Ensure that all work submitted for assessment is my own work and not the work of someone else, except where collaboration is expressly permitted and acknowledged, and to refrain from any other practices which might constitute academic misconduct, such as the use of essay writing services or work generated by artificial intelligence which is subsequently submitted as my own.

As a University we will:

- Assess all students fairly, transparently, and anonymously whenever possible, with assessed work returned in a timely manner
- Provide students with high quality feedback on their work
- Provide access to a Personal Academic Coach or equivalent tutor and a range of services to provide appropriate guidance regarding all aspects of student life
- Provide students with access to a careers team and resources to provide information guidance and support throughout their studies and after graduation.

As the Students' Union we will:

- Provide students with opportunities to broaden their experiences and skills to support their personal and professional development
- Support students in areas that affect their lives as students, and offer confidential, independent advice on academic and personal welfare issues.

Communication and interaction

Together we will:

- Actively promote lawful freedom of speech
- Communicate openly, honestly and with respect, and in ways that are clear, accurate and timely
- Engage in transparent and constructive dialogue
- Work to build a sense of belonging and connection across the wider University community.

As a student I will:

- Keep up to date with University communications and respond in a timely manner when required
- Engage with feedback mechanisms
- Express my views to student representatives and give true and honest feedback to the University and the Students' Union to provide the best understanding of students' needs.

As a University we will:

- Provide and promote effective and efficient mechanisms for consultation and feedback
- Provide timely and accurate information, including notification of any changes which may affect the student experience
- Listen and respond to any concerns in a timely manner
- Respond in a fair, timely and transparent manner to academic appeals and complaints.

As the Students' Union we will:

- Empower students to have a voice within the Students' Union democratic procedures, providing them with effective representation at the University, in the local community and as part of the national student movement

Contribution to the local community

Together we will:

- Be a positive and responsible part of our local community, respecting the views of our neighbours and the communities in which we live and work
- Endeavour to study and work in a sustainable way.

As a student I will:

- Respect the local community environment, as well as the University's campus and facilities, so they may be equally available to others
- Behave in a responsible manner and act as an ambassador for the University.

As a University we will:

- Provide a curriculum which develops the skills and knowledge to meet the needs of students and the society in which we live and work
- Contribute to the cultural life of our communities.

As the Students' Union we will:

- Provide students with the opportunity to play an active role in society, as well as within the University's student community.

Health, Safety and Safeguarding

Together we will:

- Work together to build a safe, secure and healthy environment, both on campus and in our digital spaces, where all members of the University community can thrive
- Create an environment that is welcoming and inclusive, with everyone being treated fairly and with dignity, courtesy and respect
- Develop and adopt an active bystander culture which benefits all members of the University community
- Embrace and value all aspects of equality, diversity and inclusion, recognising that different people bring different perspectives, ideas, knowledge, and culture, and that this difference brings strength.

As a student I will:

- Take responsibility for my own personal safety, health and wellbeing, and whenever possible support others to do the same.
- Engage with the University, Students' Union and community and the support they can provide.

As a University we will:

- Ensure that as far as possible the campus is a safe, secure space for students, staff and visitors, including working closely with other authorities and organisations.
- Provide students with information, advice and guidance to support their health, safety and wellbeing.
- Ensure that our staff are suitably trained to support students, including the appointment of Designated Safeguarding Officers.
- Ensure that our safeguarding and PREVENT obligations are met, and to appropriately promote British Values.

As the Students' Union we will:

- Identify relevant safety initiatives and actively promote these among students.
- Provide information, advice and guidance to students regarding personal safety, health and wellbeing.