



UNIVERSITY  
CENTRE  
SOUTH DEVON

The background of the entire page is a photograph of the UCSD building, a modern structure with a prominent glass and steel central tower and a blue-tinted glass roof. The building is situated on a green hillside. In the foreground, a light blue Volkswagen Beetle is driving on a road, partially obscured by tall, dry grass. The sky is clear and blue.

# HIGHER EDUCATION STUDENT CHARTER

A commitment in partnership for  
enhancement, responsibility, and  
academic pursuit



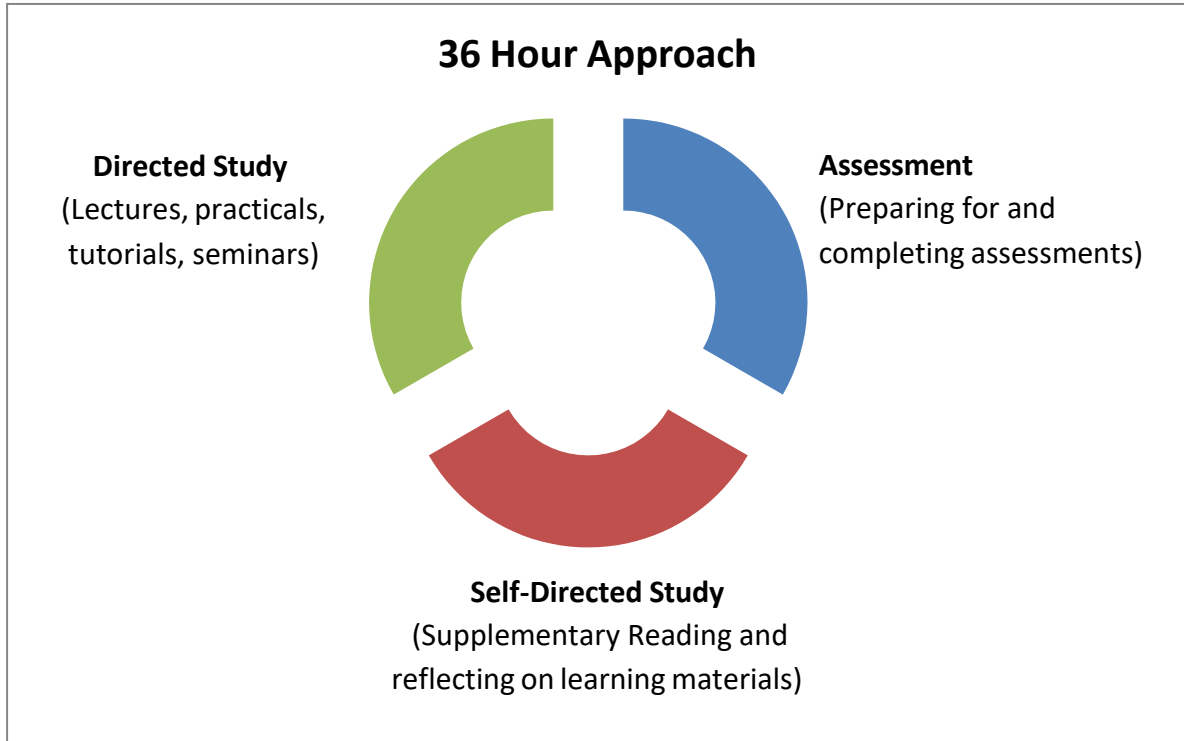
## Introduction

Being successful in University education requires commitment, determination and a partnership between students and staff. This student charter sets out our promises to you and makes clear what we expect from you.

Research has shown that successful full-time students: study for at least 36 hours a week; attend required sessions, hand in their work on time; prepare carefully for assessments and make good use of Learning Resources. All of this encompasses what we refer to as the “36 hour approach”.

In this charter, we will outline how you can be a successful student in much more detail. The charter is organised in a way that reflects your progression at each stage of your student journey. The areas covered within this charter include:

- When you apply, accept a place and enrol
- Tutorial, teaching, learning and assessment
- Learning resources and support services
- Disabilities and equal opportunities
- If you are unhappy or have a problem
- Working in partnership.



## When You Apply, Accept a Place and Enrol

### What you can expect from us:

- We will provide up-to-date and accurate information, advice and guidance on programmes that we offer;
- You will receive information requested about programmes and how to apply within 5 working days;
- You will receive an invitation to attend an interview or offer letter within 20 working days of receipt of your application;
- We will provide you with the following information prior to the start of your course:
  - Instructions on how to join
  - Semester and term dates
  - Details of your induction and how to enrol;
- We will provide you access to your timetable prior to your first week of teaching;
- We will give you a student handbook, including details of how to contact your tutors and support services.

### What we expect from you:

- You submit a completed application form within which you provide accurate information and tell us about any personal circumstances that might help us to help you, such as your health, any disabilities or additional learning needs;
- You attend interviews and return requests for information;
- You read and comply with the enrolment instructions;
- You inform your tutor of any change of address or contact details;
- You read your student handbook; get to know your programme and associated regulations;
- You talk to your personal tutor if you feel the course is not right for you;
- You respect other students and staff and respect the parking and non-smoking policy;
- Inform us of any disabilities.

## Tutorial, Teaching, Learning and Assessment

### What you can expect from us:

- We will use a balance of teaching methods and approaches which will suit the academic needs of the programme to enable students to achieve;
- We will provide you with a module guide at the start of each new module containing learning outcomes, details of weekly teaching and assessments, as well as a reading list;
- You will have lecturers and support staff who meet high professional and academic standards, who are competent and knowledgeable within their area;
- We will integrate into your studies the use of the virtual learning environment (Moodle) as an interactive learning tool;
- We will mark work objectively and without bias, with assessment criteria being explicit and openly available;
- You will receive a mark and useful feedback within 20 working days of the deadline for submission;
- You will be given a personal tutor who will have regular group or one to one tutorials in line with the UCSD commitment to tutorials (available on Moodle);
- We will offer general academic guidance on your general progress and development and to signpost relevant careers and skills development provision;
- We will offer guidance on South Devon College and University of Plymouth processes, e.g. disciplinary procedures, extenuating circumstances.

### What we expect from you:

- Make sure that you hand in work on the given dates and ensure it meets the criteria that have been given;
- Attend all timetabled sessions, working towards a minimum attendance target of 90%;
- Take responsibility for telling your tutor of any illness or other exceptional circumstances that might inhibit your completion/attendance of assessment and complete the required extenuating circumstances forms;
- Get to know the accepted methods of academic writing including referencing and the regulations for assessment offences;
- Make use of feedback obtained formally or informally to help you develop;
- Manage your own learning with the aid of Moodle and the Plymouth Portal;
- Attend all arranged meetings with your tutor and make appropriate use of all the support and guidance offered at University Centre South Devon;
- Take the initiative in raising problems or difficulties (academic or personal) at the earliest possible opportunity;
- Keep records of meetings and agreed actions, including personal development planning.

## Learning Resources and Support Services

### What you can expect from us:

- We will make sure our Learning Resources Centre (LRC) and Research Centre (RC) are open for you to use throughout the year, with good access during term-time (we will tell you about any changes in the opening times on the notice boards in our LRC, RC and on Moodle);
- We will provide helpful and professional staff to assist with information search;
- We will provide training on how to use Moodle (South Devon College's Virtual Learning Environment) and Plymouth Portal;
- We will provide support on study skills and resource searching throughout the year;
- We will make sure you have access within the LRC to a range of textbooks and e-books you need, as recommended by your tutor, and give you information on borrowing options and return;
- We will provide a wireless network for students for laptop and mobile devices use, in-line with the College IT Policy;
- We will provide an inter-library loan service for books from the University of Plymouth library.
- We will provide access to British Library journals, in-line with copyright legislation, (a small charge may apply);
- We will provide an IT helpdesk that is able to offer advice, guidance and technical support for your IT needs;
- We will provide on-campus car-parking for a small termly charge;
- We will provide access to a career guidance service.

### What we expect from you:

- Produce your South Devon College identity card each time you visit our LRC;
- Respect the rights and needs of others, in line with current LRC and RC guidance, the copyright and patent laws, and our computer regulations (within the IT Policy);
- Return books, electronic and audiovisual resources you have borrowed when they are due or when the LRC staff ask you to;
- Look after books, journals and reports, and not steal, damage or hide them;
- Respect and take care of resources and equipment provided by the College;
- Park in accordance to the rules presented on the reverse of your permit and in accordance with signage within the carpark.

## Disabilities and Equal Opportunities

### What you can expect from us:

- Advice during admissions and throughout your time at University Centre South Devon on the services, financial support and equipment available to help with your studies;
- A confidential environment for you to discuss your needs with a knowledgeable member of staff;
- Access to disability advisors throughout the year;
- Help to apply for Disabled Students' Allowance, and information about the support and equipment that is available through this scheme;
- Up to date information on services and support available for students with disabilities;
- Your tutor will communicate your specific needs with your module tutors;
- All students will be treated fairly and equally in-line with the College's Equal Opportunities Policy.

### What we expect from you:

- Respect and treat all students fairly and equally;
- Inform us if you have a disability before you apply, so we can arrange to discuss your particular needs as soon as possible;
- Ensure that you show up for appointments with our specialists i.e. Educational Psychologists, tutors, advisors and assessors;
- Tell us if your needs change;
- Take responsibility for your own studying. If you find that you are struggling, then it is your responsibility to come to us before it is too late;
- Inform your personal tutor of your needs and any outcomes from your needs assessment.

## If You Are Unhappy or Have a Problem

We are committed to handling any complaint you may have in a fair and efficient way. Often, the best way to sort out a problem is to take it up as quickly as possible, dealing only with the people involved. If this is not possible, or proves to be unsatisfactory, there will be other options that you should explore. It might be appropriate, for example, to raise the matter with:

- Your module tutor
- Your personal tutor
- The Head of Curriculum for your curriculum area
- The Dean of Higher Education Quality and Academic Registrar
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If you have tried all of these approaches and you feel that your concerns have not been dealt with adequately, you can use our formal complaints procedure.

### What you can expect from us:

- We will provide information on how our procedures work;
- We will treat complaints seriously and fairly, and respect confidentiality at all times;
- We will make sure that, if you complain, you will not be discriminated against because you have complained;
- We will monitor the number of complaints we receive and their outcomes.

### What we expect from you:

- If you feel able to do so, approach the person who is causing the problem and give them the chance to put things right;
- Try to sort out problems informally and, if this is not possible, let us know before they develop into greater difficulties;
- If needed, get help and support from the HE Wellbeing Team, Student Support Hub, and tutors;
- Familiarise yourself with the complaints, appeals and disciplinary procedures. If you wish to make an appeal or complaint, or you become involved in a disciplinary matter, you are expected to seek appropriate advice and to keep to the relevant procedures.

## Working in Partnership

### What you can expect from us:

- The opportunity to elect Student Representation at college and course level, in line with the College's Student Engagement Strategy. We will then provide the elected representatives with appropriate support and training;
- Opportunities for student representatives to contribute to college quality processes at course and college level;
- Student Representation on the Colleges' Board of Governors;
- Regular forums to share views amongst student representatives;
- The opportunity to provide feedback and evaluations on your modules via online surveys;
- The opportunity to participate in a range of enhancement projects.

### What we expect from you:

- Engage with the student voice process as outlined in the College's Student Engagement Strategy;
- Provide feedback when asked to do so via the online surveys;
- Participate in the election of student representatives and to support them in their role.
- Appointments should be kept between students and a member of the University Centre or College staff, be that their personal tutor, module leader or dissertation supervisors; or someone from the Student Support Hub or wider University Centre or College students' services. If a student or member of staff needs to cancel an appointment, they should give at least 24 hours' notice so as not to inconvenience others. We recognise that occasionally there are emergency situations that might necessitate a last-minute cancellation. If students repeatedly do not attend Student Support Hub appointments or cancel them with no notice, the University Centre may consider placing the student on the waiting list for support rather than continuing to offer support at that time.

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