

# SIARTER Y MYFYRWYR STUDENT CHARTER



# Welcome to the University of South Wales

As a student of the University of South Wales, you should have high expectations of your time studying with us. Our Charter explains the University's commitment to working in partnership with you to provide a high-quality student experience that helps you to achieve personal and academic success.

The University of South Wales has a reputation for high-quality teaching, outstanding student support and for preparing our students for employment. We are ambitious in preparing you for your future success through rigorous academic and personal development, and we continue to invest in a learning environment that helps you study and develop in ways that suit your needs.

We believe that such success is best achieved through working together as partners in a spirit of trust and mutual respect, upholding at all times the values of the University. This is the basis of our Student Charter and is a result of the strong working relationship between the University and the Students' Union.

The Charter outlines the shared expectations of both you as a student and of the University. The Charter is reviewed annually taking into account feedback from students and staff. The Charter also outlines what is expected of you as a student during your time at the University in order for you to perform to the best of your ability.

In the Charter, we confirm our commitment to fostering a safe and inclusive environment as an essential element of our provision, and we have processes in place which demonstrate this, as well as having a safeguarding policy. We are committed to supporting your well-being and health, reinforced through recognising the roles the University, the Students' Union, and you, our students, have in this.

We hope this Charter helps you understand the principles on which our successful learning community is founded, reflecting the goals of the Well-being of Future Generations Act 2015, and enables you to have the best possible experience during your time as a University of South Wales student.



Ben Calvert  
Vice-Chancellor, USW



David Pye  
President, USWSU





## Introduction

The Student Charter is a set of common principles, which explains what you can expect from your University and what, in turn, the University expects from our students. The Student Charter is a requirement of all UK Universities, and has been developed in consultation with University staff and students. It clearly outlines the roles and responsibilities of everyone involved in your University experience, ensuring we all play our part in developing a vibrant and exciting on-line and campus student community.

We start from a shared set of values that provide a context for how we will work together.

### Together, we will: Professional

- Be accountable for the delivery of our personal and team objectives
- Act with integrity to ensure people can trust and rely on us
- Take responsibility individually and collectively for contributing to our strategic goals
- Value and respect every individual for their contribution to our university

### Creative

- Nurture curiosity and innovation so that ideas can flourish
- Embrace new ideas
- Actively look to collaborate not compete with others in our University
- Take risks and challenge current ways of working and learning to make a positive impact

### Inspiring

- Be passionate about celebrating success

- Be dynamic, stimulating and motivating
- Create opportunities that widen our horizons
- Transform lives

### Responsive

- Be flexible and agile, embracing change
- Be approachable, seeking feedback to continually develop
- Challenge blockers and blocking behaviours
- Identify and communicate best practice and ideas

### Collaborative

- Actively collaborate across our University and externally for mutual benefit
- Be inclusive, valuing and respecting every individual for their contribution
- Identify and communicate best practice and ideas

# Your Studies

## You can expect from your University

- An effective and full induction programme, so that you understand what you need to do to be successful in your studies and that you get to know fellow students and staff
- An informative course handbook containing details of your learning and a schedule of your assessments
- Clear and constructive feedback on your assessed work, within twenty working days
- High quality teaching underpinned by relevant and current practise
- Access to the resources you need to complete your studies, including the University's Virtual Learning Environment, specialist equipment, and 1-2-1 support from your personal academic coach
- A challenging, invigorating curriculum taught by staff that are well trained, current in their knowledge and have expertise in learning and teaching
- Consultation with you on any substantial changes to your curriculum
- The choice to submit assessments in Welsh or English, regardless of the language of teaching
- The opportunity to study some of your course through the medium of Welsh, with bilingual study skills and student development support also available
- Adherence to the University's responsibilities under the Welsh Language Act, and to abide by the Welsh Language Standards.
- Clear and comprehensive online information on the cost of study.
- To comply with its commitments under consumer law as outlined by the Competition and Markets Authority.
- Work to protect your interests when responding to circumstances such as significant changes to how a course is delivered or course closure.
- Procedures to respond to the above circumstances to reduce the potential impact on you and your fellow course mates, recognising your diverse backgrounds and needs.
- To support you through regular monitoring of your online and on campus learning.

## You can expect from your Students' Union

- Provision of an effective scheme of academic representation through the Course Rep and Student Voice Rep systems
- Representation at the highest level of the University governance structures through your Student Officers, who help to ensure excellent academic quality and standards
- Recognition of excellence in teaching and learning through the Student Choice Awards, determined by your nominations and sharing of best practise of the academic and support services.
- Work to protect your interests when responding to circumstances such as significant changes to how a course is delivered or course closure.

## We expect from you

- Full participation in induction activities.
- Full engagement in your studies both online and on campus.
- Attend and actively participate in all timetabled lectures, meetings and other activities arranged in relation to your course, including those offered remotely;
- Respectful behaviour in your studies, both online and in class.
- To observe and maintain any confidential requirements of online learning.
- To be open and honest about technical support requirements.
- Adherence to all health and safety requirements
- Make appropriate use of your UniLearn (e.g. Blackboard, Panopto, Turnitin);
- Full engagement with all your assignments and assessments, including submitting your assignments on time
- To read and reflect on your feedback and use it to plan your learning.
- Engagement with your personal academic coach through attending meetings and reflecting on your progress.
- Contribution to Course Rep Assemblies and Student Staff Course Liaison Group meetings, if you are an elected Course Representative or Student Voice Representative.
- To act responsibly in your studies in your use of resources, including being mindful of the needs of others and of health and safety requirements.
- Adherence to University regulations and procedures related to your academic studies, including procedures related to timely enrolment, module registration, submission of academic work, and academic integrity.
- Payment of all fees in a timely way
- To respond to University communications in a timely manner. | 3

# VOTE!



# Your Voice

## You can expect from your University:

- Access to informal and formal opportunities to feedback to us about your course (e.g. course and module evaluation systems) and support services including the shaping of provision to support your well-being and health.
- Feedback from your course on appropriate actions taken in response to your views
- An elected course representative and student voice representative through whom your views can be communicated

## You can expect from your Students' Union

- Representation through your Sabbatical Officers at the highest level of University governance structures
- Opportunities to become involved in representing your fellow students through involvement in Student Council, the Students' Union Trustee Board, and attending various student representative conferences
- If you speak Welsh, the opportunity to be elected as the Welsh Language Officer, have the opportunity to attend Welsh language conferences and sit on the University's Coleg Cymraeg Cenedlaethol committee
- The ability to attend representative meetings, and submit policy at all levels
- Transparent and well managed election processes to ensure you are able to fully participate in the selection of your representatives
- Training for all your student representatives to ensure you are represented effectively and professionally

## We expect from you

- To support your student and Students' Union representatives and make them aware of your views, in order to enable them to represent your views accurately and appropriately
- To take part in the election processes for student and Students' Union representatives
- To complete course and module evaluations as required
- To engage with all relevant feedback mechanisms the University uses to gather student opinions on your course and the wider academic community, such as the National Student Survey (NSS) and the Postgraduate Research Experience Survey (PRES)
- Use all forms of spoken, written and digital communication (including social media and networking sites) responsibly, respecting the right to privacy of others at all times



# Your Welfare

## You can expect from your University

- A safe and inclusive environment to learn and develop, fulfilling the duty of care commitment to protect your health, safety and welfare.
- Easy to access routes to raise concerns regarding health, safety and welfare.
- Full access to integrated frontline student services through our Advice Zones.
- A Well-being triage service as a gateway to specialist mental health support.
- Access to relevant online and 'self-help' resources through UniLife.
- A programme of well-being events and activities to assist in your personal growth and success informed by a 'whole University' well-being strategy.
- Access to a blended (on-campus or via digital platforms such as Teams) delivery of specialist support services.
- Relevant and useful campaigns to raise awareness of support, services and opportunities to optimise your well-being.
- A personal academic coach who can provide you with 1-2-1 academic advice and refer you to other services as required.

## You can expect from your Students' Union

- Relevant and useful campaigns informing you of your rights as students
- Representation on relevant University committees to ensure your voice is heard
- A strong partnership with the Student Services Department and Academic Registry to ensure your wellbeing needs are met.
- Support and advice from your Sabbatical Officers and Student Council Officers
- Signposting to relevant support services.
- A nice cup of tea, peer support, and a shoulder to cry on if needed.



## We expect from you

- To be responsible for your own health, safety and wellbeing and that of other students and others within the University community
- To advise the University of any circumstances, needs or restrictions that may affect your participation in the University, whether it be pre-existing or new, in order for us to successfully support you. To be mindful of others, and recognise and respect how your behaviour can impact on other students and the wider community.
- To advise the University should you display any symptoms of the coronavirus
- To inform the University if you have to self-isolate, and to keep in regular contact in order to enable us to support you
- To be mindful of others, and recognise and respect how your behaviour can impact on other students and the wider community
- To develop your own awareness of support services and how to access them



## Your Concerns

### You can expect from your University

- To be able to make a complaint or lodge an appeal through formal published University processes without fear of recrimination or unfair bias
- Access to clear appeals and complaints procedures and support through those processes
- To be treated with fairness and courtesy during any investigation processes
- Access to transparent extenuating circumstances processes
- Access to relevant information about University procedures on the University website and Unilife

### You can expect from your Students' Union

- Confidential and impartial advice, support and representation through any appeals, complaints or academic breach procedures
- Representation on all complaints and appeal panels, ensuring all processes and decisions are fair and just
- Representation on University working groups when reviewing policies and procedures, to ensure the student is at the heart of the process at all times

### We expect you

- To follow the procedures closely, and where possible, provide relevant key facts and evidence within the specified timescales
- To act with respect and courtesy if you are involved in any University procedure
- Not to make malicious or vexatious complaints or allegations



## Your Life Outside Class

### You can expect from your University

- Access to careers, employability and other services, including advice on work placements
- Access to part time working opportunities advertised through the careers service and UniLife
- Where relevant to your course, access to professional accreditations that build awareness of the quality of your degree
- High quality library, ICT and other facilities and services that will enhance your student experience

### You can expect from your Students' Union

- Access to clubs, societies, volunteering and fundraising opportunities
- Once restrictions are eased, a huge range of competitive sports, with full participation in the British Universities and Colleges Sport (BUCS) leagues and competitions when it restarts
- A programme of social events to cater to all our students
- Access to part-time working opportunities, advertised through the Students' Union's social media accounts

### We expect from you

- To uphold the core values of USW and USWSU, demonstrating what it means to be a member of the USW family
- To be an ambassador of the University and the Students' Union, always behaving positively and appropriately in actions, words and social media posts, both public and private
- To treat others with dignity and respect, recognising our differences, and understanding these differences do not create targets for ridicule, insults, harassment or abuse
- To behave responsibly when representing the University and Students' Union at sporting, cultural or other events
- To respect and abide by the published Standing Orders and Articles of the Students' Union
- To respect others who live and work in your community
- To take responsibility for your actions, and encourage others to do the same
- To report instances of inappropriate behaviours in the correct manner, in line with University and Students' Union regulations





## Useful Information

Engagement Policy	<a href="https://www.southwales.ac.uk/bit.ly/3BYVvKI">bit.ly/3BYVvKI</a>
USW Safeguarding Policy	<a href="https://www.southwales.ac.uk/bit.ly/3CmTxso">bit.ly/3CmTxso</a>
University website	<a href="http://www.southwales.ac.uk">http://www.southwales.ac.uk</a>
Students' Union website	<a href="http://www.uswsu.com">www.uswsu.com</a>
Unilife	Unilife Login
Advice Zone	<a href="https://advice.southwales.ac.uk/">https://advice.southwales.ac.uk/</a>
Opportunities to study through Welsh	<a href="http://www.southwales.ac.uk/cymraeg/">http://www.southwales.ac.uk/cymraeg/</a>
University Welsh Unit	<a href="mailto:cymraeg@decymru.ac.uk">cymraeg@decymru.ac.uk</a>
	For information on Welsh Language provision, bilingual opportunities (including scholarships) and compliance.
University of South Wales Fee and Access Plan	<a href="https://www.southwales.ac.uk/documents/1338/University_of_South_Wales_Fee_and_Access_Plan_2020-21.pdf">https://www.southwales.ac.uk/documents/1338/University_of_South_Wales_Fee_and_Access_Plan_2020-21.pdf</a>
Study Abroad	<a href="https://advice.southwales.ac.uk/a2z/studying-abroad/how-apply-erasmus/">https://advice.southwales.ac.uk/a2z/studying-abroad/how-apply-erasmus/</a>
Cost of Study	<a href="http://courses.southwales.ac.uk/study/fees-and-funding/">http://courses.southwales.ac.uk/study/fees-and-funding/</a>
Admissions policy	<a href="http://www.southwales.ac.uk/study/apply/admissions-statement/">http://www.southwales.ac.uk/study/apply/admissions-statement/</a>
Student Complaints	<a href="https://registry.southwales.ac.uk/student-regulations/student-complaints/">https://registry.southwales.ac.uk/student-regulations/student-complaints/</a>
SU President	<a href="mailto:supres@southwales.ac.uk">supres@southwales.ac.uk</a>
SU Vice Presidents	<a href="mailto:su.education@southwales.ac.uk">su.education@southwales.ac.uk</a> <a href="mailto:su.welfare@southwales.ac.uk">su.welfare@southwales.ac.uk</a> <a href="mailto:su.activities@southwales.ac.uk">su.activities@southwales.ac.uk</a> <a href="mailto:studunion@southwales.ac.uk">studunion@southwales.ac.uk</a>
SU General Email	<a href="mailto:studunion@southwales.ac.uk">studunion@southwales.ac.uk</a>
NUS	<a href="https://nus.org.uk">nus.org.uk</a>
Student Finance Wales	<a href="https://studentfinancewales.co.uk">studentfinancewales.co.uk</a>
Student Finance England	<a href="https://www.gov.uk/student-finance-register-login">gov.uk/student-finance-register-login</a>
SAA Scotland	<a href="https://www.saas.gov.uk">saas.gov.uk</a>
Office for the Independent Adjudicator	<a href="https://www.oiahe.org.uk">oiahe.org.uk</a>
Coleg Cymraeg Cenedlaethol	<a href="https://www.colegcymraeg.ac.uk/cy">colegcymraeg.ac.uk/cy</a>

The Coleg Cymraeg Cenedlaethol works in partnership with the University of South Wales to develop opportunities for students to study through the medium of Welsh. The Coleg has a branch in each university with the aim of supporting the work of the Coleg and act as a local point of contact for students. The Coleg also funds lecturers through its Academic Staffing Scheme who develop Welsh modules and opportunities to study in Welsh or bilingually.  
<http://www.southwales.ac.uk/cymraeg/cy/fleoedd-cymraeg/coleg-cymraeg-cenedlaethol/>



**Undeb Myfyrwyr**  
Prifysgol De Cymru  
University of South Wales  
**Students' Union**