

Lancaster University Students' Charter 2015-16

Central to the mission of Lancaster University is a strong and productive partnership between students and staff. Your University and Students' Union have worked together on a Students' Charter to articulate this relationship and the standards to which the University and its students aspire.

Your Academic Experience

You can expect:

- Encouragement to develop academically and personally through learning, teaching and assessment activities which are informed by research, taught by leading researchers and which allow you to explore the current research in your chosen subject(s).
- The opportunity to work with enthusiastic academic staff who have expertise in teaching within their disciplines and who are actively supported to develop and deliver high quality teaching.
- To experience a variety of effective approaches to learning, teaching and assessment.
- An assessment system which is fair, transparent and based on academic merit.
- The opportunity to receive regular advice and guidance from an academic tutor on the academic standards and requirements of your chosen programme of study and your academic development.
- Access to a wide range of learning resources and facilities appropriate to your programme of study.
- Timely provision of accurate and up-to-date information about all aspects of teaching, learning and assessment, including your chosen programme of study.
- Access to effective and timely student feedback mechanisms, including student representation, which enable you to be involved in the management and development of your programme of study.

Your Students' Union is expected:

- To support the participation of students in quality assurance and enhancement activities, particularly through the election and development of course representatives.
- To provide independent advice, information and guidance for students on academic issues.
- To encourage students to pursue their studies in a diligent, ethical and responsible manner.

You are expected:

- To pursue your academic studies in a diligent, ethical and responsible manner, taking the initiative to develop the skills needed to become a successful and independent learner.
- To ensure that you make yourself aware of and follow the requirements and regulations of your programme of study or research.
- To provide information to the University at the earliest opportunity if there is an issue that may impact upon your studies and to seek advice where appropriate from relevant support services.
- To participate in the opportunities to provide feedback on aspects of your programme.

Community and Opportunity

You can expect:

- To live and study in a safe environment where all people are treated equally with fairness and respect.
- To be a member of an international and culturally diverse community.
- Opportunities to enhance your employability by developing your skills and awareness of the job market, through your programme of study, extracurricular activities, contact with the University careers service and strong alumni bonds.
- To receive clear information on student finance and the costs of studying as well as, for those in need of assistance, clear information about the available student support services.
- A distinctive college system which contributes to your academic and non-academic learning experience in a variety of ways including provision of pastoral support through an advisory system.
- High standards of residential, college, social and sporting facilities available within the campus environment.

Your Students' Union is expected:

- To be the authentic student voice and to represent the interests of Lancaster students to the University and also at local and national levels.
- To communicate with the student body, via representational structures, to gather their views on matters which affect them.
- To support all students to ensure that they receive equitable treatment and are aware of their rights and responsibilities.
- To enhance personal and professional development by providing a range of societies, sports clubs and volunteering opportunities.
- To provide independent advice, information and support on welfare, social and community issues.

You are expected:

- To treat everyone who lives, works or studies at the University with respect and to treat the campus environment with care and consideration.
- To engage with the University community and to make the most of the opportunities on offer through the Students' Union and the colleges.
- To make effective use of the opportunity to develop personally and professionally through your programme and the services offered by the University.
- To participate in processes for the nomination and election of student representatives and to ensure they are aware of your views and the issues you want them to raise on your behalf.

Vice-Chancellor of Lancaster University



Professor Mark E. Smith

President of Lancaster University Students' Union



Will Hedley