UNIVERSITY OF HUDDERSFIELD STUDENT CHARTER

University Mission

To deliver an accessible and inspirational learning experience, to undertake pioneering research and professional practice, and to engage fully with employers and the community.

The University undertakes to:

- Encourage its employees to treat students and colleagues, equally and respectfully.

The University undertakes to provide high quality:

- Teaching, support, advice and guidance.
- Reliable and fair assessment.
- Feedback that promotes student learning.
- Access to activities that will enhance employability and personal development.
- Regular continuing professional development for its staff in their teaching and research.
- Support for student participation in academic development and course management, including elections of representatives.
- Access to counselling and welfare advice.
- Library and IT specialist facilities.
- An appropriate balance of face to face teaching and online contact.

The University undertakes to provide students with the following information:

- Timely notification of changes to timetables within reason.
- Clear deadlines and timeframes for feedback on submitted work.
- Clear access to assessment criteria, contact hours, mode of delivery of course, examination arrangements and regulations, academic guidance and support, appeals and complaints procedures and professional requirements as appropriate.
- Guidance on the full costs of study and financial support available.

Students undertake to:

- Treat staff and their fellow students equally and respectfully.
- Attend induction, and participate in scheduled timetabled classes, sessions and meetings with tutors.
- Engage with online provision where appropriate.
- Undertake independent study to meet learning outcomes.
- Obtain agreement from their Department, in advance, for any essential absences.
- Take responsibility for managing their own learning:
  - Talk to their personal tutor
  - Use the course rep system
  - Use the Students’ Union representation at University meetings.
- Take responsibility to submit work by stated deadlines and actively engage with feedback.
- Make prompt payment of charges levied by the University.
- Support course representatives.
- Participate in systems which will lead to improvements in the quality of learning and teaching.
• Respect the physical environment of the institution.
• Familiarise themselves with relevant procedures and seek guidance or advice as necessary.

For students studying at the University’s Queensgate Campus the Students’ Union undertakes to:

• Support all students to ensure they receive fair treatment and are aware of their rights and responsibilities.
• Support student participation in quality enhancement activities – especially through the election, development and training of course representatives.
• Assist students with academic and welfare problems.
• Represent the interests of students at local and national level.
• Support active student/community engagement.
• Provide a range of sports, activities, social clubs, societies and facilities to enhance the student experience in addition to personal and professional development.

For all other students, the Students’ Union shall endeavour to provide the above support and services where it is reasonable, possible and practical for them to do so.