

The University of
Northampton

Student Charter 2005

The University of Northampton

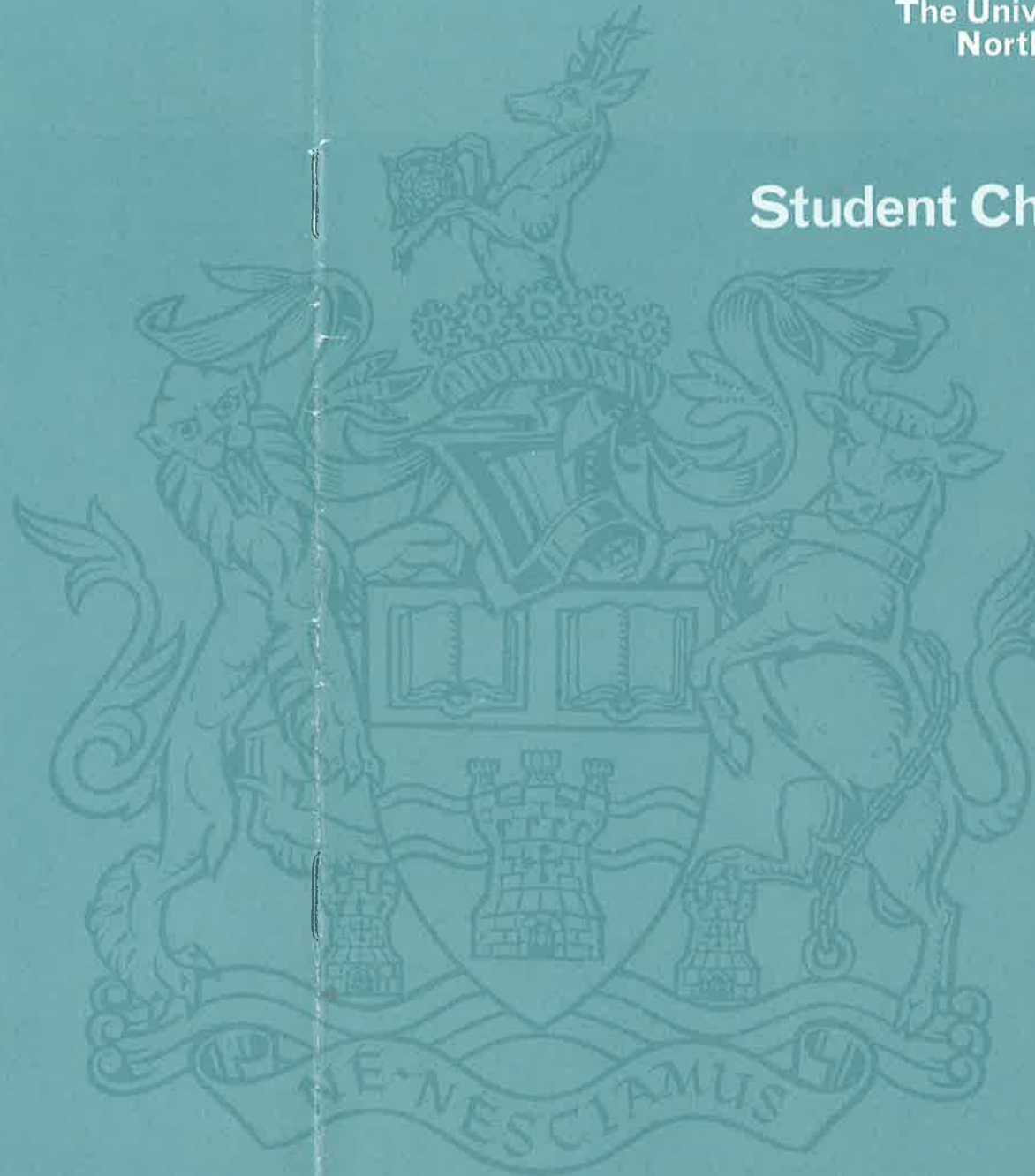
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Introduction

This Charter sets out the relationship between The University of Northampton and its students, wherever they may be located.

It is intended to provide a framework through which The University of Northampton and its students can work together to create a positive environment for learning and academic achievement.

01 The University of Northampton

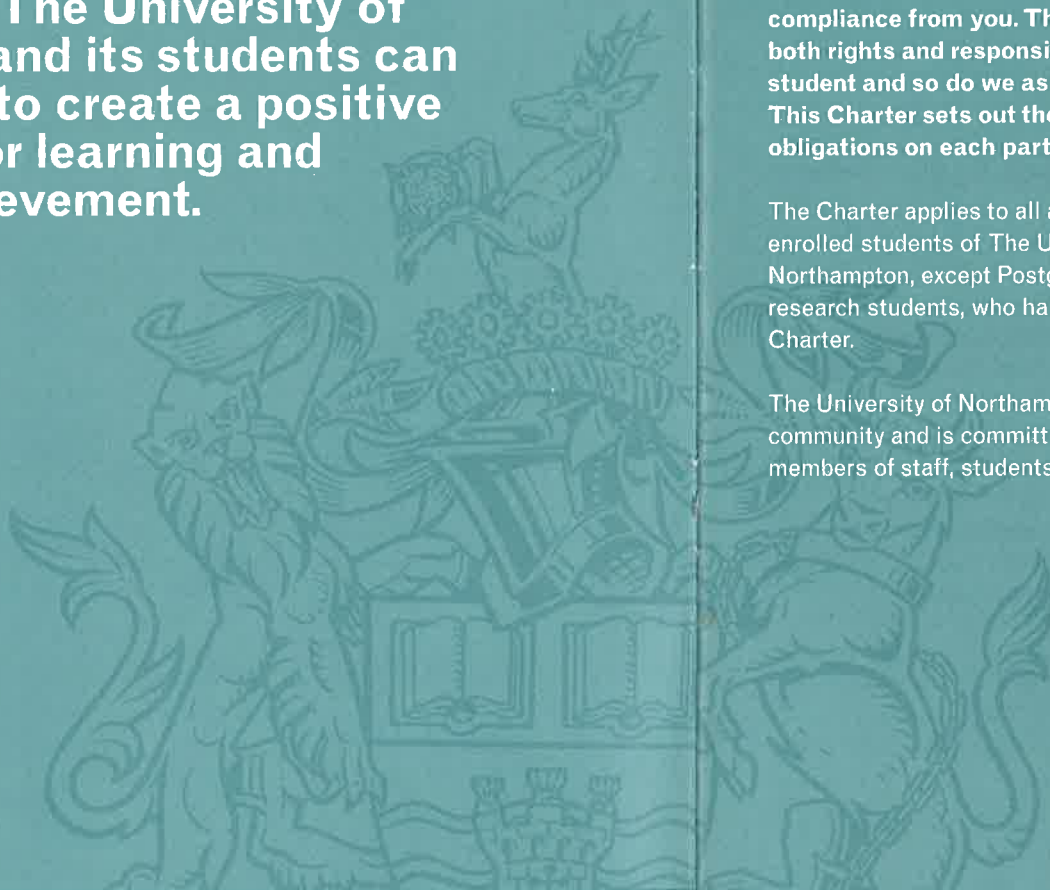
Whilst the Charter does not constitute a legal document, your enrolment onto a programme of study at The University of Northampton implies a contractual arrangement whereby you are entitled to receive appropriate tuition and other support to assist you in completing the course. We are entitled to expect certain levels of involvement and compliance from you. Thus you have both rights and responsibilities as a student and so do we as providers. This Charter sets out the principal obligations on each party.

The Charter applies to all applicants and enrolled students of The University of Northampton, except Postgraduate research students, who have their own Charter.

The University of Northampton is a diverse community and is committed to treating all members of staff, students and applicants

fairly and equitably regardless of race, colour, ethnic or national origin, gender, sexual orientation, age, religious or political beliefs, membership of professional associations or trade unions, disability, marital status, family responsibilities and socio-economic standing or any other category where discrimination cannot be justified.

The Charter should be read in conjunction with the Student Code, which contains the academic rules and regulations and procedures in relation to appeals and complaints. By enrolling with The University of Northampton you are agreeing to abide by its regulations as set out in the Student Code and related departmental regulations. Individual student support departments are developing their own Charters and regulations. Regulations relating to these departments can also be found in the Student Code and on the departmental websites.



Enrolment and induction

In order that The University of Northampton is prepared for your arrival, you should ensure that prior to enrolment you have:

- confirmed that you intend to take up the offered place
- made module choices where appropriate
- contacted your LEA for an assessment, where appropriate
- applied for an NHS bursary, where appropriate
- applied for Criminal Records Bureau clearance, where appropriate
- applied for Occupational Health clearance, where appropriate.

At enrolment, The University of Northampton will:

- check with you that all the information on your student record is correct and check your proof of identity
- issue you with a council tax exemption certificate if you are a full-time student
- issue you with a student identity card which gives you access to facilities and services provided by a range of departments
- provide either a personal timetable or access to a web based timetable

- verify your module choices, if appropriate. You should note that enrolment may take place at a partner college, by post, or on-line if these options are appropriate for your mode of study.

At the point of enrolment you will sign to verify that you accept the entitlements and responsibilities outlined in this Charter, will abide by the Student Code and, if appropriate, that information relating to personal data (such as concerning a disability or impairment) may be used by the University to assist or support your learning or to meet other needs.

During Welcome Week, you will be provided with:

- a programme of induction to your programme of study, Information Technology Services, Library and other University facilities
- an opportunity to join the Students' Union
- a local induction to a partner college if relevant, including a visit to The University of Northampton
- an induction package if you are studying a course by Distance Learning.

Reliable lines of communication are an essential ingredient of good information flow.

The University of Northampton will communicate with you through your term time or home address as appropriate, by letter, by e-mail or by telephone/mobile phone.

This will be the address or number that you officially notified to us at enrolment or as amended in written communication with the Office of Taught Programmes or the Programme Support Team (not simply to a tutor) or to a partner college administrator. We expect you to consult notice boards, website, intranet and other appropriate sources of information on a regular basis.

Through these mediums The University of Northampton will provide clear and unambiguous information about:

- your course, including aims, learning outcomes, teaching methods, structure, assessment methods, regulations and support mechanisms.
- your timetable
- academic resources, including administration, Student Services, IT Services, Learning Resources, facilities
- procedures, in relation to mitigating circumstances, the use of unfair means, non-compliance with academic and professional obligations, appeals, complaints. (An explanation can be found in the Student Code)
- your progress, including module grades, accumulated credit, progression status, and eligibility for award.

You will ensure you comply promptly with requests for information and inform us of any relevant changes to your situation, including:

- your address, including telephone numbers
- your intended programme of study
- any significant illness, disability or changes in material personal circumstance
- employment status, if required.

Communication of information to students (cont...)

In relation to your course

The University of Northampton will provide for you:

A course of study that is:

- structured towards a named award
- leads to specified aims
- includes intermediate awards, as appropriate
- allows flexible learning where possible.

A programme of teaching that:

- supports your achievement of specified learning outcomes
- is provided by appropriately qualified staff
- is supported by appropriately prepared work based learning mentors, where applicable.

A personal academic tutor:

- who will support your academic progress throughout your studies encouraging your autonomy, self-reflection and action planning.

Assessment that:

- is set at the appropriate standard and level
- is designed to test the achievement of stated learning outcomes
- provides opportunities for a range of standards to be achieved
- is fairly and objectively graded and on which you will receive regular, supportive feedback
- is measured against criteria which are open, transparent and free from bias.

Placement opportunities:

- where appropriate.

Progression and award regulations that:

- are fair, objective, consistent and explicit
- align with other universities.

Academic quality:

- assured through internal quality mechanisms, review processes and external review, designed to maintain standards, to encourage improvement and promote good practice.

Progress file

- that will support you in monitoring and recording your progress and achievement.

However, The University of Northampton must manage its resources efficiently and shall be entitled:

- to alter the timetable, location, number of classes and method of delivery of your programme, provided such alterations are reasonable
- to make reasonable variations to the content and syllabus of your programme
- to discontinue your programme, in exceptional circumstances
- not to provide your programme, or to combine it with others, if The University of Northampton reasonably considers this to be necessary.

You will:

- ensure you are enrolled for a valid programme that fulfils your award requirements
- comply with the academic and professional obligations set out in course documentation, including:
 - prompt attendance at classes as provided
 - notifying tutors when you are unable to attend
 - attendance at placements as required
 - completing preparatory work in advance of teaching sessions to ensure full contribution to such sessions can be made
 - attendance at personal tutorials, as required
 - submission of coursework items by the given due date
 - attendance at examinations at stated times and places.
- adhere to procedures for the selection of module choices, if appropriate, and other similar administrative processes
- not use dishonest means in the completion of any assessment
- comply with The University of Northampton's rules and regulations as set out in the Student Code, including those relating to conduct and behaviour and use of the University's facilities (in addition to local rules and regulations if studying at a partner college).

06 In support of your learning

In support of your learning, The University of Northampton will provide:

- administrative support through the Office of the Academic Registrar, the Office of Taught Programmes and the Programme Support Teams located within each school.
- procedures enabling you to make academic appeals and complaints, if necessary (see the Student Code for further information)
- advice in relation to finance, accommodation, careers, etc...
- access to support and counselling through Student Services (see Student Services Charter under development)

- Information Technology Services (see ITS Charter under development)
- Learning Resources (see LR Charter under development)
- support for learning for students with specific needs, especially those relating to disclosed disabilities (see Centre for Academic Practice Charter under development)
- a suitable learning environment (see Facilities Charter under development)
- access to a Students' Union.

07 Being involved in your course

The University of Northampton will work in partnership with its students to ensure that they are given the opportunity to express their views on their experience at The University of Northampton and to participate in the decision making processes.

The University of Northampton will:

- seek feedback from students about the delivery of programmes and academic services
- ensure that students are informed of the responses to issues raised, in the feedback process
- allow for student representation and attendance at The University of Northampton committees, where appropriate
- provide training for student representatives on committees
- provide for the sabbatical officers of the Students' Union to meet with Senior Management and to attend committees
- encourage, promote and monitor the operation of student representation at boards of study.

You will be expected to:

- participate responsibly in surveys of student opinion
- report any dissatisfaction in a timely and appropriate fashion
- (if elected as a student representative) attend the meetings of boards and committees, and contribute to and communicate with those you are representing.

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In case things do not work out

The University of Northampton will provide clear procedures to enable you to:

- claim for mitigating circumstances
- make a complaint
- make an academic appeal

Further information may be obtained from the Student Code accessible from the Student Web Home page.

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At the end of your course

The University of Northampton will:

- provide you with a record of achievement
- invite you to a Graduation Ceremony, if appropriate
- provide you with appropriate certification
- request information relating to your first destination
- invite you to join the Alumni Association
- provide references at the request of future employers or other educational institutions.

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Fees and payment

It is your responsibility to make sure your tuition fees and other expenses relating to your programme are paid on time.

You are bound by The University of Northampton regulations on the payment of fees, refunds in the event of withdrawal or termination of your studies and the consequences of non-payment as set out in the Student Code.

Failure to pay due fees or meet any other financial obligation may result in the suspension of services, facilities or assessment which could result in the failure to make awards until debts have been paid in full.

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The University of Northampton's liabilities

The University of Northampton will endeavour to provide a secure environment where you can study and may live, by:

- responding to emergency situations
- listening and responding to issues relating to the Campuses.

The University of Northampton cannot accept responsibility and expressly excludes liability, for:

- any loss or damage to your property, including damage to any motor vehicle or cycle while on The University of Northampton's premises, unless caused by the negligence of The University of Northampton or its employees
- death or personal injury suffered by you, unless caused by the negligence of The University of Northampton or its employees.

You should insure your personal belongings before coming to The University of Northampton, unless this is already provided by your hall of residence.

In certain circumstances, you may be asked to take out other types of insurance, for example, health insurance while on an overseas placement.

12 Data

The Student Code sets out the data The University of Northampton will keep on you.

Disclosure to persons or institutions not specified in the code will only be made with student permission unless exceptional circumstances apply, as provided by law.

There is also separate guidance and information in respect of disclosure of disability and how we seek consent from you before disclosure to others both within The University of Northampton and externally.

