

St. George's, University of London Student Charter 2016-17



The aims of the Student Charter are to:

- **Demonstrate the University's commitment to providing a high-quality environment in which enquiry, research, teaching, learning and personal development can flourish.**
- **Set out the general principles of the partnership between students and the University.**
- **Reinforce St George's mission, vision and values, as outlined in the strategic plan 2015, as they relate to students.**

This Charter sets out the expectations of students, and of the University, in working together. It has been updated in consultation with the Students' Union.

This Charter supports the objectives set out in the strategic plan 2015-2020 relating to inclusion, supporting a vibrant student community, providing opportunities for personal and skills development, and working with students to promote engagement with St George's and true partnership in all that we do.

This Charter is supported by a portfolio of policies, procedures and regulations, available via the St George's website, the student portal, or Moodle. An appendix of key documents is attached to this Charter with direct links to each document is provided for ease of reference.

Your Learning Experience

Together we will:

- Work hard to ensure the best possible learning experience at the University.

As a student I will:

- Study diligently, attend teaching sessions as required and hand in work on time.
- Engage with learning and support services if any difficulties that may arise impact upon my ability to study and progress.
- Adhere to the assessment timetable and abide by assessment regulations.
- Comply with the general St George's, and programme-specific, attendance and engagement requirements and notify the relevant academic or administrative staff and, where appropriate, individual lecturers if I am absent during term-time.
- Maintain financial good standing, comply with the Tuition Fee Policy and budget effectively.

As a University we will:

- Provide high-quality teaching and academic guidance.

- Treat you as a partner in the planning and operation of your teaching programme.
- Use a variety of methods, including personal, group, formal and informal, to deliver academic information and feedback that is informative, timely and useful.
- Deliver appropriate supervisory support and research training for postgraduate research students.
- Provide a variety of generalist and specialist learning and support services, personal and skills development opportunities and a personal tutor for every undergraduate student.
- Provide a range of student financial support for eligible students

Your Personal, Academic and Professional Development

Together we will:

- Develop the learning opportunities on offer at St George's.

As a student I will:

- Engage as an independent learner and take responsibility for achieving my potential.
- Consider the opportunities for academic and other development provided by the extra-curricular activities at St George's, University of London.
- Behave in a professional manner when on a placement in accordance with the expectations of the relevant regulatory body for my subject and St George's regulations.

As a University we will:

- Ensure programmes remain professionally accredited and that this accreditation is applied to all students who complete their programmes.
- Provide specialist educational and careers guidance and careers tutors to ensure that employability, and career support, is embedded into the curriculum.
- Make recreational, social, volunteering, cultural and sporting facilities available through, and in partnership and collaboration with, the Students' Union.

Communicating with Each Other

Together we will:

- Communicate constructively with openness, respect and honesty and ensure both staff and students can access key information.

As a student I will:

- Provide appropriate and truthful information in all my dealings with St George's.
- Contribute to the development of St George's by providing feedback on teaching and the curriculum, and by participating, where appropriate, in St George's decision-making processes.
- Ensure that I read and respond to reasonable requests and communications from university and clinical staff promptly.
- Engage with the Students' Union to ensure that I am represented during my time at St George's.

As a University we will:

- Deliver full, accurate and timely information about the University's activities, procedures and regulations.
- Provide full, accurate and timely programme-related information (including timetables, academic programme materials and information about assessments) to enable students to complete their programmes of study.
- Ensure timely responses to students' concerns and queries.
- Provide opportunities for students to feedback on the quality of the learning experience to the University.
- Develop and maintain fair and efficient complaints procedures.

The Learning Environment at St George's

Together we will:

- Work to create and maintain a learning environment that allows students and staff to study and work to their full potential.

As a student I will:

- Abide by the rules governing the use of facilities such as teaching rooms, laboratories, the library and IT services, as well as the rules of the Students' Union and the hospital site with which the university shares its premises.
- Treat the property of the University, Students' Union and all clinical settings with respect.
- Comply with the licence agreement and accommodation fee policies relating to the Halls of Residence.

As a University we will:

- Maintain and develop a Students' Union that independently represents the interests of students without interference from the University. In turn, the Students' Union is responsible for holding fair and representative elections, managing its commercial outlets, supporting and coordinating a range of societies, arranging external speakers in accordance with agreed protocols and providing opportunities for staff and students to become involved in volunteering.
- Provide a suitable learning environment, including high-spec physical teaching spaces that are fit for purpose and in accordance with Health and Safety requirements.
- Provide a suitable studying environment, including a multi-disciplinary library with a wide range of physical and electronic texts and silent and group study spaces.
- Ensure the availability of a range of learning resources, including PCs, laptops, printers and wireless internet access, and support for students in using these resources.
- Maintain a dedicated Graduate Centre providing academic, networking and social opportunities for postgraduate students.
- Ensure affordable accommodation in a Hall of Residence for first-year undergraduate students, and other students by application.
- Provide private sector accommodation assistance for all students for the local area.

Respecting and Valuing Each Other

Together we will:

- Endeavour to create an environment that values and embraces diversity and is committed to equality of opportunity.

As a student I will:

- Comply with all St George's regulations in relation to students and the SU constitution.
- Show respect for all staff, fellow students, clients and visitors to St George's.
- Comply with the health, disciplinary and fitness to practise requirements of St George's that are relevant to a student's programme.

As a University we will:

- Establish and maintain a multi-faceted support network, including a Counselling Service, an Occupational Health Service and a range of student support services.
- Provide a space for expression of beliefs and a venue for quiet contemplation and spiritual development.
- Make reasonable adjustments to teaching provision, learning resources and facilities or the conduct of assessments to ensure that learning opportunities and services are accessible and inclusive.
- Promote good campus relations



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Further information:

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