

## **Student Charter 2022/2023**

The Student Charter is a high level partnership document which is applicable to the diverse body of students, including those with protected characteristics.

The Student Charter is developed jointly by Cardiff Metropolitan University ('the University'), the Students' Union and students to deliver this experience to students effectively as part of a wider community.

The University is committed to providing a student experience which is consistent with the vision, values and priorities contained within the Strategic Plan 2030 (update link when approved).

### **Learning and Teaching**

#### **Community Values:**

- Create a safe, secure, and welcoming environment for all.
- Encourage equality and promote diversity and inclusion in everything we do.

#### **The University commits to:**

- Deliver high standards of learning and teaching.
- Provide new and innovative approaches to learning and teaching and support.
- Put support mechanisms in place for students to undertake studies in the event of an externally caused disruption to studies.
- Provide feedback on assessments and learning activities within 20 working days.
- Provide appropriate and accessible learning resources and learning spaces.
- Provide programmes of study (taught and research) that will prepare students for graduate outcomes and opportunities.
- Provide open and transparent regulations and policies, and module/programme information.
- Continually review its provision to enhance quality and standards.

#### **The Students' Union commits to:**

- Promote methods to engage students.
- Work with the University to develop open, constructive, and continuous dialogue between students and staff, and amongst students.
- Hold democratic elections to appoint student leaders that champion student rights and ensure a strong and effective partnership with the University.

#### **Students commit to:**

- Be motivated and engaged with their chosen programme.
- Submit assessed work by the required deadline.
- Consider and reflect upon their own research and feedback received from academic staff.
- Make full use of the learning, support and resources provided.
- Take ownership of independent study outside of timetabled learning activity.
- Follow the policies, and regulations of the University and Students' Union.
- Understand and avoid plagiarism and other forms of academic misconduct.

## **Student Voice**

### **Community Values:**

- Engaging in respectful and collaborative partnerships which place student voice at the centre of decision making and action relating to all areas of the student lifecycle.

### **The University commits to:**

- Provide opportunities for the student voice to be raised, listened to, and responded to.
- Support effective participation in programme development, review, and evaluation.
- Ensure students know where to go if the University does not meet required standards.
- Manage a clear Complaints and Academic Appeals procedure, which adhere to the requirements of the Office of the Independent Adjudicator (OIA).

### **The Students' Union commits to:**

- Evaluate and enhance opportunities for the student voice to be raised, listened to, and responded to.
- Work alongside the University to define and promote a range of methods to engage evaluate and enhance opportunities for the student voice to be raised, listened to, and responded to.
- Facilitate a representative system, embedded at all levels of the University to ensure student issues and ideas are raised promptly and feedback loop closed.
- Provide support and representation to individual and groups of students who are subject to university procedures when requested.
- Provide representation via the SU's Swyddog y Gymraeg to ensure student issues and ideas are raised promptly and feedback loop closed for students studying through the medium of Welsh.

### **Students commit to:**

- Participate in processes which are designed to obtain student and graduate feedback.
- Not make malicious or unreasonable complaints or allegations.

## **Support and Wellbeing**

### **Community Values:**

- Encourage others to seek appropriate support for their mental health and wellbeing.

### **The University commits to:**

- Developing and providing appropriate support and interventions to support and maintain student mental health and wellbeing, building on the learning of the StepChange self-assessment process'.
- Deliver a Personal Tutor Scheme and ensure each student is allocated a Personal Tutor with the opportunity to meet three times a year.
- Meet its statutory responsibilities regarding equality and safeguarding to provide a safe and secure learning environment.
- Develop a Programme for implementing policies for violence against women, domestic abuse, and sexual violence.

- Deliver professional services that enhance the student experience, ensuring they are accessible for those students who need additional support.
- Provide information on where students can access financial support

**The Students' Union commits to:**

- Hold relevant and useful campaigns and events throughout the student lifecycle.
- Produce an annual Diversity Inclusion Commitment statement which will outline areas of focus to promote inclusion for the upcoming academic year.
- Promote a campaign which tackles the myths and stereotypes around sexual misconduct, and empower the Cardiff Met community to stand up against this behaviour #NotAnExcuse.
- Provide pastoral support to students, including signposting to professional services.

**Students commit to:**

- Actively engage with their allocated Personal Tutor and attend arranged appointments.
- Abide by all University regulations, policies, and procedures, and follow the principles set out in the Student Code of Conduct.
- Be responsible in proactively seeking timely support for their mental health and wellbeing.
- Be responsible in disclosing and reporting allegations of sexual misconduct and abuse.
- Acknowledge when circumstances impact upon their health and wellbeing and seek support and assistance from the appropriate support service.

**Communication**

**Community Values:**

- Be courteous, respectful, and considered in communications with others.
- Enjoy freedom of expression whilst acknowledging the same freedom for others.

**The University commits to:**

- Adhere to obligations outlined by the Competition and Marketing Authority (CMA), and to protect the student interest.
- Respond to correspondence from students in a timely manner.
- Ensure the quality of IT function of Moodle and MetCentral to ensure the timeliness of content thereon to keep students up to date.
- Keep student information confidential in accordance with data protection laws.
- Provide details of the costs of study.
- Implement the requirements of the Welsh Language (Wales) Measure 2011 and ensure compliance with the Welsh Language Standards.
- Communicate with students in the language of their choice (English, Welsh, or Bilingual).

**The Students' Union commits to:**

- Provide a range of media to ensure effective, timely and relevant communications from the Students' Union.
- Keep student information confidential in accordance with data protection laws.
- Ensure the student voice is listened to and responded to in a timely manner.

**Students commit to:**

- Be respectful and courteous in communications, including in the use of social media.
- Check all emails and communications from the University regularly and respond or act as necessary.
- Regularly check Moodle and MetCentral for updates and announcements and complete any tasks within a timely manner.
- Keep their contact details up to date.
- Familiarise themselves with information made available on course fees and associated costs of study.
- Pay tuition fees and other costs within the applicable timeframe.
- Inform the University if preferred language for communication on a matter is English or Welsh.

**Personal and Professional Development****Community Values:**

- Respect the rights of individuals and treat all individuals with dignity.
- Maintain a level of professionalism and conduct whilst in the wider community as representatives of the Cardiff Met.

**The University commits to:**

- Provide an enhanced and positive student experience embodied in the Cardiff Met EDGE.
- Give students the opportunity to have verified extra-curricular activity recognised through the Higher Education Achievement Report (HEAR).
- Provide access to careers advice, support, and employability opportunities through both curriculum and extra – curricular activities. Make referrals and signpost students to the Careers Service for specialist careers and employability support.
- Provide clear information on the opportunities available to students to study and be assessed through the medium of Welsh.
- Work closely with the Coleg Cymraeg Cenedlaethol and provide opportunities for students to study through the medium of Welsh.
- Provide opportunities and support to study, work, or volunteer overseas to enhance soft skills, cross cultural communication, and employability prospects.

**The Students' Union commits to:**

- Provide a range of SU Sport clubs, SU Societies, social events, and personal development opportunities.
- Provide accurate records of students engaging in SU activity to be recorded on the HEAR.
- Deliver the Cardiff Met Award to offer personal and professional development outside of academic studies.

**Students commit to:**

- Engage with the social and extra-curricular opportunities.
- Engage in HEAR approved activities to broaden their skillset, furthering their personal and professional development.

- Familiarise themselves with any relevant professional codes and follow any set standards.

### **Application**

This Student Charter applies to all students who enrol onto a programme of study in 2022-2023.

The Student Charter for students who have enrolled onto a programme in the previous year can be found through the following link:

### **Student Protection Statement**

The University will service its contractual obligations to students and comply with its commitments under consumer law as outlined by the Competition and Markets Authority. In doing so, universities will work to protect the student interest when responding to circumstances such as significant changes to how a course is delivered or course closure. The university has in place procedures to respond to these circumstances which will mitigate the potential impact on students, and which recognise the different needs of its diverse student body.

[www.cardiffmet.ac.uk/registry/academichandbook](http://www.cardiffmet.ac.uk/registry/academichandbook)

For further information regarding this Student Charter please contact:

Matthew Dunstan – [mdunstan@cardiffmet.ac.uk](mailto:mdunstan@cardiffmet.ac.uk)

Students' Union – [studentsunion@cardiffmet.ac.uk](mailto:studentsunion@cardiffmet.ac.uk)

Student Services – [studentservices@cardiffmet.ac.uk](mailto:studentservices@cardiffmet.ac.uk)