



## **KMS102 Higher Education Student Charter**

**University Centre Kingston Maurward**

**Higher Education**

Accessibility and alternative formats

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# Higher Education Student Charter

## 1 Purpose

1.1 The Higher Education Student Charter sets out the:

- University Centre Kingston Maurward commitment to you as a Higher Education student
- Expectations University Centre Kingston Maurward will have of you as a Higher Education Student

1.2 The University Centre Kingston Maurward mission values to “Inspire, Challenge and Care” from the core of the Higher Education Student Charter. It sets out our commitment, in our interactions with each other, to be:

- Inclusive
- Respectful
- Fair
- Ethical

1.3 The Higher Education Student Charter applies to your teaching and learning on your programme and your interactions as part of the University Centre Kingston Maurward community. It sets out our intention that staff and students working together, create an accessible and inclusive higher education learning experience and community.

## 2 Scope

2.1 The Higher Education Student Charter applies to all learners studying a higher education programme at University Centre Kingston Maurward.

2.2 Throughout this Higher Education Student Charter, references to ‘you’ refer to students at University Centre Kingston Maurward. ‘We’ refers to the University Centre Kingston Maurward and its staff.

### **3 Your Academic Experience**

3.1 You can expect University Centre Kingston Maurward to:

- a) Encourage you to develop academically, personally, and professionally through learning, teaching, and assessment activities informed by academic, professional and industry practice.
- b) Timely, clear, and considerate communications on all matters relating to your studies.
- c) Ensure teachers have expertise and experience in teaching their subject disciplines and industry practice. Teachers are supported to develop and deliver high quality teaching to you.
- d) Provide a variety of effective approaches to learning, teaching, and assessment, informed by professional industry practice and standards.
- e) Deliver an assessment system that is fair, transparent, and based on academic merit and assessment criteria.
- f) Make available the opportunity to receive academic advice and guidance from your tutors on your:
  - Progress and academic development
  - Assessment requirements for your programme
  - Developing professional practice and career planning
- g) Accessible learning resources and facilities appropriate for your programme.
- h) Scheduled student feedback opportunities, including the Student Engagement Group. This is to enable you to provide your views on your student experience and to participate in, the development of your programme and this HE Student Charter.

- i) Publish timely and accurate information, about all aspects of teaching, learning and assessment, for your programme.
- j) To ensure your programme is quality assured by an appropriate awarding body.

3.2 We expect you to:

- a) Pursue your academic studies responsibly, developing your study skills to become an independent higher education learner.
- b) Respond to college communications to you in a timely, clear, and polite manner. You should aim to respond to communications to you within 5 working days. Some communications will have a date by which we will ask you to reply to us.
- c) Comply with University Centre Kingston Maurward and awarding body requirements and regulations for your programme. See Section 5 of this Higher Education Student Charter, for links to the relevant academic regulations and policies for further information.
- d) Contact the University Centre Kingston Maurward to let us know as soon as possible, if you have an issue which affects your studies, so that we may advise and assist you:
  - We ask that you seek advice and support from relevant student support services when difficulties arise.
  - Please contact the Safeguarding Team in an emergency on 01305 215035 or 07500661340 if you need urgent advice and a member of staff is not immediately available.
  - Our website has information of support services available if you are uncertain who to contact for advice and support, [click here for more information](#).
- e) Give your views and feedback on aspects of your programme.

You can give your views and feedback on your student experience at University Centre Kingston Maurward through participating in the Student Engagement Group, the National Student Survey, Module Evaluations, University Centre Kingston Maurward internal surveys and the Graduate Outcomes Survey.

- f) Represent University Centre Kingston Maurward in any relevant professional situations.
- g) Maintain your digital literacy and online safety.
- h) Familiarise yourself with, and work safely within, Kingston Maurward College / University Centre Kingston Maurward Health and Safety Guidelines and requirements.

See [KMS550 Health and Safety Policy](#)

## **4 Your Community and Opportunity**

4.1 You can expect UCKM to provide:

- a) A safe environment to study and learn, where everyone is treated fairly and respectfully.
- b) Commitment to the principles of the Kingston Maurward mission to Challenge, Inspire and Care.
- c) An inclusive learning community that celebrates diversity and promotes and expects good working relationships between all.
- d) An accessible Reasonable Adjustments Policy and Procedure, with appropriate support, so that all students can engage with their learning. Please see the Reasonable Adjustments Policy and Procedure for further details of how support requirements are assessed and provided.
- e) Opportunities to enhance your employability by developing your professional skills through your programme of study.

- f) Clear information on higher education student finance, the financial support available for Higher Education study, the costs of studying, and student support services.
- g) Scheduled pastoral support and advice for your academic progress and available.

#### 4.2 We expect:

- a) Everyone who works, studies at, or visits the University Centre Kingston Maurward to treat others with courtesy and respect.
- b) The campus environment to be treated with care and consideration by all.
- c) You to attend your timetabled classes, participate in learning activities, and submit your work and assessments.
- d) You to familiarise yourself with, and participate in, the nomination and selection of student representatives, sharing your views.

## 5 **Applicable Policies and Procedures**

5.1 The Higher Education Student Charter is supported by the below range of detailed policies and procedures. You can find the below policies [by clicking here](#).

- Higher Education Student Terms and Conditions HE Reasonable Adjustments Policy and Procedure
- Complaints Policy and Procedure
- HE Disciplinary Policy (Learner Conduct)
- HE Attendance Policy and Procedure
- HE Disability Support for Students Policy
- HE Assessments, Extensions, and Mitigating Circumstances Policy
- KMS 55 Health and Safety Policy

<b>Title</b>	<b>Higher Education Student Charter</b>	
Manager	Deputy Principal Kingston Maurward College	
Approvals (Committee)	Approved by Higher Education Academic Board	
Approvals (Board)	Approved by Corporation	
Next Review Due	July 2025	
Version Control	V1 July 2023, V2 January 2024 V3 January 2024	
Equality Impact Assessment	19 June 2024	

## Equality Analysis

**Name of Policy: UCKM Higher Education Student Charter**

**Person Responsible: Jade Fawcett**

**Date of Analysis: 19/06/2024**

### 1: Identify aims of the activity

What is the purpose of the policy and who is intended to benefit?

This policy is to outline acceptable behaviour and responsibilities from UCKM students.

### 2: Assess likely impact

How might this policy have an impact on staff, visitors or learners in terms of disability, age, race, gender, religious belief, trans-identity, sexuality?

Positive Impact       No Impact       Negative Impact

If you have identified **negative** impacts, you need to revise your activity to ensure that you are not disadvantaging any group on the grounds of disability, age, race, gender, religious belief, trans-identity, sexuality.

If you have identified **positive** impacts or **no impact**, please explain your decision

This will have a positive impact because it demonstrates our zero-tolerance policy on hateful behaviour and ensures that all UCKM students have an equal experience of the College

### 3: Checklist

1. Which of the following groups have you consulted?

Staff       Students       KMC Committee       Other stakeholders  
(please specify below)

The Open University, HEABs

2. How frequently will you monitor the impacts of this activity?

½ termly       termly       annually       other (please specify below)