

Student Charter

Our university learning community consists of undergraduate, postgraduate and research students, staff, unions and visitors, all working together in partnership. We are committed to working together to ensure a safe, respectful and supportive environment for all who study and work here. Our passion is to see you grow as a whole person; where it is safe to try new things and to stand up for what you believe in. Our world faces many complex challenges and we will encourage you to develop the knowledge and understanding, skills and attributes to make a difference to these challenges locally and globally. We encourage you to be active in shaping your university experience, where your voice is welcomed at all levels and through a multiplicity of opportunities for engagement supported by a high quality learning and teaching environment.

This charter, written together by the University and Winchester Student Union, embodies this mutual expectation from both staff and students, so that all members of our university community can flourish.

THE UNIVERSITY'S COMMITMENTS

STUDENTS' COMMITMENTS

YOUR COURSE

The teaching on your course will be exciting, engaging and will develop your academic talents. Teaching staff will be experts in their field and thorough in their explanation of topics. Your academic experience will be underpinned by a stimulating and dynamic environment that provides opportunities for creative thinking and critical engagement. The high quality library and IT resources, facilities and course-specific resources will support your learning well. We will ensure your course remains well organised and we will inform you of any unavoidable changes.

To ensure your learning experience is the best it can be, you are expected to attend lectures, having suitably prepared with the set preparatory material. To achieve your best you should also explore further reading and research, using the wide variety of learning resources available to you, and take up the academic opportunities on offer, enabling you to grow as an independent scholar. Staff will communicate with you about your course via Canvas and emails; it is equally important that you regularly check these platforms.

ASSESSMENT AND FEEDBACK

Staff will ensure the assessment criteria are clear and available in advance of any assessment and the University will make clear its policies to you. Marks will be fair and feedback on assessed work will be timely, returned within 15 working days. The feedback you receive will be helpful for supporting your future development and will guide you on areas of improvement for future assessments. You will also receive a continuous cycle of feedback from staff, in class, and via tutorials and emails.

To ensure you are well prepared for assessments, you should organise your time according to your deadlines. To achieve your best you should read and understand the assessment criteria, as these provide the framework on which you are marked. You should keep in contact with your lecturers and Winchester Student Union and ask for support. When you receive feedback on an assessment, take time to reflect and act on the advice to enhance your future work.

STUDENT VOICE

Students will be represented across the University on all University boards, committees and working groups and we will encourage and value the feedback you give on your experience. We will let you know how your feedback has been acted on. Winchester Student Union represents your academic interests and will empower your voice through a variety of ways, including through the Student Academic Representative (StARs) scheme.

You should make use of the many opportunities to share your opinions and views about your student experience. Ensure you regularly speak to your Student Academic Representatives (StARs), your Student Union and your programme team and engage in conversations about enhancing your course. Give open and honest feedback and ensure you make suggestions for alternative practice that would improve your experience.

WELLBEING

We provide a wide range of support services for you to ensure you have a healthy and happy wellbeing. These span from Student Services and the Student Union Advice Centre, Student Listeners and Nightline, to your teaching team, personal tutors and Chaplaincy. The university community is committed to both its staff and students' welfare and we will offer the support you need to ensure you are well.

There are many ways to consider wellbeing and only you know what wellbeing means to you. Please tell us if you're not okay: we are here to support you. Reach out for support for yourself, or let us know if you're concerned about a friend. You can support your wellbeing by getting involved in extra-curricular activities. Search 'Reach Out' on the Intranet for contact details of all our support services.

Our University learning community champions social justice and sustainability amidst global challenges and we seek to embody these values in all that we do. We look forward to the future and our place within it, striving to ensure we are making a difference to the world around us. We believe academic freedom leads to big ideas which in turn lead to social justice and creativity for a better world. If you have any questions about the Student Charter, please contact SU_education@winchester.ac.uk