

# Community Charter



**Harper Adams  
University**

JUNE 2016

# University Community Charter

## Introduction

A vibrant academic community at Harper Adams requires a partnership between all those who contribute to university life. This charter outlines the general principles of this partnership and details how these will be enacted. Although not a legally binding contract, it acts as a statement of intention and expectation<sup>1</sup>. This document is routinely reviewed, by student and staff representatives, to ensure it remains current.

## The ten University Community Charter principles

1. The university community will be underpinned by mutual respect.
2. The university community will pursue learning and teaching excellence.
3. Assessment activities will be fair and constructive, and will be undertaken diligently.
4. The university community will encourage the personal growth and professional development of its members.
5. The university community will enjoy a safe, appropriate and attractive campus in which to live, learn and work.
6. The university community will be inclusive. It will embrace diversity and promote equality.
7. Well-being will be encouraged within the university community.
8. The university community will practise participatory approaches to decision making.
9. Information and quality procedures will be provided and used to support the community's activities.
10. The university community will work within a funding environment that is fair and transparent.

### **The university community will be underpinned by mutual respect**

#### The University will:

- Ensure staff treat students fairly and equally in line with regulations and with respect at all times
- Make the expectations for classroom conduct clear to students, particularly with respect to the use of personal technology
- Apply its Freedom of Speech and External Speakers Policy in a fair and transparent way

#### Students will:

- Treat all fellow students and staff with respect at all times
- Use social media in a responsible manner
- Ensure that their conduct as a student at all times complies with the University's regulations
- Respect the lecturer's in-class expectations of behaviour
- Return all library loan items promptly and within published deadlines

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<sup>1</sup> The University Community Charter is not intended to define or limit the legal rights and responsibilities of respective parties, which are laid out more fully in University policies, procedures and regulations, accessible at the University's Key Information Pages: [www.harper.ac.uk/keyinfo](http://www.harper.ac.uk/keyinfo).

- Ensure that they respect others' views and adhere to the University's Freedom of Speech and External Speakers Policy

**The university community will pursue learning and teaching excellence**

The University will:

- Create an effective learning environment and encourage learning using suitable approaches
- Provide appropriate tutors responsible for the delivery of programmes of study
- Provide up-to-date teaching that is well planned and supported
- Provide support staff in laboratories, library and computing rooms to help support learning
- Plan, provide and equip appropriate spaces and teaching accommodation
- Provide transparent and consistent guidelines about expectations of use in different learning spaces and enforce these for the benefit of all students
- Provide access to an appropriate digital infrastructure to enable learning
- Provide a wide range of books, journals, electronic resources, computers, printers and photocopiers with systems for use, borrowing and/or copying
- Provide materials and learning opportunities through the Virtual Learning Environment (*The Hub*) where appropriate
- Provide a range of information retrieval facilities and staff assistance where necessary

Students will:

- Apply themselves diligently to their studies and seek advice from tutors when necessary
- Attend timetabled classes, in line with the Attendance Policy
- Arrive at classes punctually, prepared and ready to participate
- Participate fully in the learning process
- Notify tutors regarding any absence and provide medical certificates or other documentary evidence
- Make best use of the educational facilities provided
- Use the facilities provided safely and responsibly
- Engage with resources independently to support learning
- Respect the different activity zones (e.g. quiet areas, group study areas)

**Assessment activities will be fair and constructive, and will be undertaken diligently**

The University will:

- Provide a fair assessment procedure governed by rules and regulations, which will be published and explained by a member of the Course Team
- Set coursework in compliance with the timetable
- Return assessed work and provide usable and constructive feedback within the published period
- Make clear how marks are awarded for assessment work
- Provide feedback to support learning
- Assess and recognise prior experiential or certificated learning where appropriate

Students will:

- Complete all assignments so that a fair assessment can be made
- Provide written notification of any mitigating circumstances which affect their ability to study or enter for assessments, in line with the Mitigating Circumstances Policy
- Hand in assignments on time and comply with the assignment submission and deadline policy
- Ensure that work is prepared in line with good academic practice
- Comply with the regulations concerning Academic Misconduct
- Purposefully engage with their feedback to help their learning and seek clarity on any feedback that they do not understand

**The university community will encourage the personal growth and professional development of its members**

The University will:

- Provide support to enable personal development planning through scheduled meetings with, amongst others, Senior Tutors, Placement Managers and Major Project Supervisors
- Provide accurate and informed careers information
- Provide access to companies *via* careers events, individual interviews and group presentations
- Provide links with industry and employers
- Assist students in finding an industrial placement\*
- Monitor students' progress during and after their placement period

Students will:

- Attend all meetings which have been arranged and notified to them, in order to support and review their personal development planning
- Contact and engage with the range of the Careers Services available during their time at the University
- Engage fully with the pre-placement process, taking advice from their Placement Manager and Placement Administrator\*
- Co-operate fully with their Placement Manager\*
- Attend interviews with prospective employers
- Make all relevant preparations for placement interviews\*
- Liaise with their visiting Placement Tutor throughout the placement period\*

*\*Undergraduate students only*

**The university community will enjoy a safe, appropriate and attractive campus in which to live, learn and work.**

The University will:

- Provide an appropriate living environment
- Endeavour to allocate campus accommodation to undergraduate students in their first year of campus-based study. Later applicants may need to be accommodated in off-campus accommodation
- Assist students to find University approved accommodation when they need to be non-resident
- Provide catering facilities for all students
- Provide three meals per day, Monday to Friday, for resident catered students as part of the accommodation charges
- Provide a weekend cafeteria service for all students

Students will:

- Respect the campus environment
- Pay the fees related to accommodation as they become due
- Have full regard for the needs of others in a residential community
- Comply with regulations concerning campus accommodation. Make appropriate use of the services provided
- Make comments, where necessary, to the relevant committees to improve the use of catering facilities on campus

**The university community will be inclusive. It will embrace diversity and promote equality.**

The University will:

- Provide access to buildings and necessary areas of the University for all individuals
- Provide reasonable adjustments for students with disabilities where appropriate

Students will:

- If appropriate, inform the University of any disability, in order that reasonable adjustments can be put in place to support their studies
- Attend sessions which have been booked with the learner support team

The University will:

- Endeavour to provide opportunities for cultural exchange

Students will:

- Appreciate cultural similarities and differences within the community
- Act respectfully towards different cultures that exist within the university community

The University will:

- Provide a Chaplaincy service which is non-denominational and which offers its services to students of all faiths and to those who do not have a faith
- Provide a quiet room on campus which can be booked in advance by any student for the purpose of practising his/her faith and/or for the purpose of quiet contemplation

**Well-being will be encouraged within the university community**

The University will:

- Maintain a Health and Well-being Policy
- Provide access to local health care provision
- Provide a surgery on-campus
- Apply its Fitness to Study Policy where necessary
- Provide access to counselling where necessary
- Provide opportunities to develop physical well-being through sport and exercise

Students will:

- Register with the University doctor or a local doctor
- Keep all appointments made
- Decide whether or not they are fit to enter examinations
- Engage in a review of their fitness to study, if required to do

so by the University

- Accept responsibility for their part in the counselling process

**The university community will practice participatory approaches to decision making**

The University will:

- Provide opportunities for students to take an active part in University decision making
- Make provision for student representation on appropriate committees

Students will:

- Participate fully in the selection of student representation on Boards and Committees
- Participate fully and responsibly in the operation of Boards and Committees if selected

**Information and quality procedures will be provided and used to support the community's activities**

The University will:

- Provide either hard or digital copies of the student handbook and course handbook
- Publish the appeals and complaints procedures in the student handbook
- Provide advice if students wish to submit an appeal or complaint
- Deal with appeals or complaints according to the agreed procedures and within the published timescales
- Publish accurate and up-to-date information regarding joining instructions, regulations and procedures
- Provide flexible programmes of study where possible and desirable
- Provide access to an accurate teaching timetable
- Provide timely updates on changes to arrangements when necessary
- Publish notices to show the times specific facilities are available
- Provide accurate and up-to-date information on programmes of study

Students will:

- Read and use as points of reference the handbooks given to them
- Follow University regulations at all times
- Take note of the complaints and appeals procedures and comply with the published procedures
- Endeavour to check and read all communications from the university on a daily basis

**The university community will work within a financial environment that is fair and transparent**

The University will:

- Provide accurate information on fees and charges and submit invoices in advance of the due date
- Make students aware of Harper Adams scholarship schemes and advise them about eligibility
- Provide a Hardship Fund

Students will:

- Provide full and accurate information on relevant application and registration forms
- Comply with the regulations governing the payment of fees and charges
- Keep all appointments relating to fees and finance