Oxford Brookes University is committed to the delivery of an outstanding student experience, the further development of world-class research, making a positive contribution to our wider community and creating sector-leading, high quality services for the future. This Charter sets out the implications of those commitments for the University, the Students’ Union and every student working together in a spirit of partnership. It is intended to be a signpost, rather than a comprehensive source of information. To ensure the continued relevance of this Charter, it is reviewed annually by the University’s Academic Board and the Students’ Union Council.

Oxford Brookes University undertakes to:

- Encourage its employees to treat all students and colleagues fairly and respectfully.

Oxford Brookes University undertakes to provide:

- High standards of teaching, support, advice and guidance.
- Access to activities that will enhance employability and personal development.
- Regular continuing professional development for its staff.
- Support for student participation in academic development and course management, including elections of representatives.
- Access to counselling and advice on personal matters, including health and welfare, accommodation, finance and careers.
- Clearly defined access to library, IT and other facilities which are necessary for students’ programmes.
- A range of sport clubs, social clubs and societies to enhance personal and professional development, working with the Students’ Union.
- Prompt and courteous responses to student correspondence.

The University undertakes to provide students with the following information:

- Notice for changes to timetable, cancelled classes, and re-scheduling of content.
- Clear deadlines and timeframes - in course handbooks - for feedback on submitted work.
- A handbook which details assessment criteria, contact hours, mode of delivery, examination arrangements and regulations, academic guidance and support, appeals and complaints procedures, professional requirements (if appropriate).
- Study costs, payment options and deadlines, and an estimate of necessary additional costs.

Oxford Brookes Students undertake to:

- Treat all staff and their fellow students fairly and respectfully.
- Attend induction and orientation activities, participate in timetabled classes, attend meetings with tutors and meet all other academic or programme commitments.
• Follow University procedures for gaining approval for any essential absences.
• Take responsibility for managing their own learning: actively engaging in their course; ensuring they spend sufficient regular time in private study, participating fully in group learning activities, and taking account of the detailed guidance provided in any handbooks and the University Regulations.
• Submit assessed work or seek an extension by stated deadlines, actively participate in feedback.
• Make prompt payment of charges made by the institution.
• Support course representatives and participate in systems which will lead to improvements in the quality of learning and teaching.
• Respect the physical environment of Oxford Brookes, including accommodation and behave respectfully towards neighbours and the community.

Oxford Brookes Students’ Union undertakes to:

• Support all students to ensure they receive fair treatment and are aware of their rights and responsibilities.
• Support student participation in quality enhancement activities - especially through the election, development and training of course representatives.
• Assist students with academic and welfare concerns.
• Represent the interests of students at local and national level.
• Support active student/community engagement, especially as regards combating antisocial behaviour.
• Work with the University in their mutual interest of continually improving the student experience.

Status of this Charter

Our Student Charter gives a summary of our aspirations and expectations for each other at Oxford Brookes University. It is not, however, a legally binding contract and it is not intended either to define or limit the legal rights and responsibilities of Oxford Brookes University, the Students’ Union and each student. All students should ensure that they are aware of all documents published by the University and the Students’ Union which relate in any way to being a student and/or a member of the Students’ Union, including the University Regulations, and all regulations, policies, procedures, protocols and guidelines issued by the University and/or the Students’ Union from time to time.

Dates Reviewed

Academic Board on 17 April 2013
Students’ Union Council February 2013

Academic Board on 10 July 2012
Students’ Union Council on 1 May 2012

Academic Board on 13 July 2011
Students’ Union Council on 11 May 2011