Student Charter

The staff of Oxford Brookes University, Oxford Brookes University Students’ Union and students at Oxford Brookes University

This Charter describes the mutual expectations and responsibilities of the staff and students at Oxford Brookes University. Collectively, we are 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. To describe the values we have agreed four guiding principles.

**Connected:** Our academic excellence is underpinned by a history of learning by doing. Our connections and our Oxford roots are fundamental to our students’ experiences and our successful future.

**Confident:** We have confidence in our staff and students, and we know that we prepare our graduates well for a fulfilling and valuable life. Through their success, we continue to earn our outstanding reputation.

**Generosity of spirit:** We believe people flourish in a culture of respect and support, where we celebrate difference and thrive on each other’s success. Our students manifest a generosity of spirit as they progress in the world.

**Enterprising Creativity:** We’re adaptable and flexible, and consider a fresh approach in everything we do – because we know our sustainability depends on a pioneering spirit.

This Charter sets out the implications of those commitments for the University, the Students’ Union (Brookes 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 staff undertake to:**

- Treat other members of the University community fairly and respectfully.
- Offer high standards of teaching, support, advice and guidance.
- Provide access to activities that will enhance employability and personal development.
- Undertake regular continuing professional development.
- Support student participation in academic development and course management, including elections of representatives.
- Provide access to counselling and advice on personal matters, including health and welfare, accommodation, finance and careers.
- Ensure clearly defined access to library, IT and other facilities which are necessary for students’ programmes.
- Offer a range of sport clubs, social clubs and societies to enhance personal and professional development, working with the Students’ Union.
- Provide prompt and courteous responses to student correspondence.
• Give notice for changes to timetable, cancelled classes, and re-scheduling of content.
• State clear deadlines and timeframes - in course handbooks - for feedback on submitted work.
• Issue a handbook to students 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).
• Provide clear study costs, payment options and deadlines, and an estimate of necessary additional costs.

Oxford Brookes Students undertake to:

• Treat other members of the University community 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 29 April 2014
Students’ Union Council on 30 April 2014

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