

CHARTER PRINCIPLE	ACTION FOR STAFF
Clear communication on staff availability	All Academic Staff: Staff availability must be a minimum of two hours drop in per week in semester time and has to be communicated effectively to students (e.g. through PIP pages, Google Calendar or email – as agreed within the Faculty).
Prompt responses to student correspondence	All Staff: All student email enquiries will be responded to (including with the use of a holding message where appropriate) within three working days.
Feedback on written assessments within a maximum of 3 working weeks.	All Academic Staff: All feedback must be returned to students within 3 working weeks of the submission deadline.
Clear deadlines for assessments on Moodle	All Academic Staff: deadlines for all assessments must be made available to students, via Moodle, at the commencement of each module.
Provide a stimulating and challenging learning and research environment with expert teaching staff and professional guidance to support you in fulfilling your learning potential aligned to our Strategy for Enhancing the Student Experience	<p>Programme leads: There should be samples of assessed work produced for each programme leader to showcase examples of previous work and how it has been marked; grades and feedback.</p> <p>All programme leads: Every programme should contain at least one session within which students are asked to mark work using the marking criteria and explaining the grade awarded.</p>
Communications on how Brookes responds to student feedback	<p>Heads of Department: All departments/schools and Directorates (where applicable) should produce bespoke “Your Voice, Your Brookes” literature that follows a standard format.</p> <p>To be led by Marketing and Communications & SBPO: The NSS group should make recommendations for the design of communications to staff members to detail how staff should engage with NSS promotion, the importance of consistent and appropriate messages, timing etc. Students should be sent bespoke communications to “prepare” them for how the questionnaire works.</p>
Personal timetables in advance of the start of studies and timely notice of timetable changes.	To be led by Academic Office: All students will receive a personal timetable in advance of the start of their study. The aim will be to increase the time between the publishing of the timetable and the start of teaching over time (as per 20th Nov 2017 VCG paper)
Support our staff to be at the forefront of their practice and discipline through regular continuing professional development	<p>HR/VCG: PDRs for all Heads of School / Departments and Directors must have some assessment of how the actions from the list above (where applicable to that area) have been implemented.</p> <p>To be led by OCSLD: All staff who support learning participate annually in collective professional development to ensure that their practice is evidence-based, informed by the scholarship of learning and teaching, and employs up-to-date learning tools and technologies.</p>