

# Edge Hill University

## Student Charter

**This Charter sets out the terms of the partnership between Edge Hill University and its students. It summarises what a student can expect from the University and what is expected of them in return.**

To help us provide you with a quality higher education experience and to help you make the most of your time at Edge Hill University, please give us your feedback on the quality of our support for you and whether or not you feel we meet the intentions set out in this Charter.

When you feel you have received a good experience, please let us know. We are always pleased to receive **compliments**. Your feedback on what we do well means a lot to us. You can do this verbally or by letter or email by contacting our Student Information Desk in the Student Information Centre or by telephone on 01695 584554. We will use this information to help us feedback praise to our staff and to cascade good practice. Written compliments will be acknowledged and a copy forwarded to the relevant department. Verbal compliments will be documented in our Compliments Log and details forwarded to the appropriate staff.

If however you wish to complain about the standards of service or programme provision outlined in this Charter, the University has an agreed and published **Complaints Procedure**. This is available in your Student Handbook or through the Student Information Desk in the Student Information Centre.

**Student Services is pleased to provide the information in this booklet. However, although every effort is made to ensure the information provided in this booklet is accurate, over time circumstances may change. Edge Hill University does not accept liability arising out of, or in connection with, any changes.**

**Please note, at the time of printing, the University and the Student's Union are consulting with staff and students to produce a new Charter for 2012.**

## **Inclusive Provision**

Edge Hill University's aim is to make our services and provision accessible to all users.

Edge Hill University Student Charter is available in large print version and also on audio tape.

If you need us to present our training / resources / information in a different format (e.g. electronic copy, large print), or need any other modifications, please contact Inclusive Services quoting number LS004:

c/o The Library, 1<sup>st</sup> Floor or the Student Information Centre, ground floor (Ormskirk Campus)

Tel: 01695 584372 / 01695 584190

E-mail [inclusiveservices@edgehill.ac.uk](mailto:inclusiveservices@edgehill.ac.uk)

We will do our best to accommodate your requirements.

## **Preface**

Edge Hill University will strive to meet all the aims set out in this Charter. The obligations set out are expressions of intent and are not legally binding.

Academic and student support services exist to enable **all** students to meet and exceed their expectations. Every one of us needs support to help us achieve, to help us improve.

We are committed to continuously evaluating and improving our services to meet the changing needs of our student body. Please give us your feedback on the quality of our support for you and whether or not you feel we meet the intentions set out in this Charter.

Copies of all documents referred to in this Charter are available on our website or from the Student Information Centre (SIC) Student Information Desk on the Ormskirk Campus or any of our Outreach Centres.

The Student Information Desk referred to in this Charter is the Ground Floor Student Information Desk in the Student Information Centre, Ormskirk unless specified otherwise.

Edge Hill University is situated on 3 main sites:-

- 1. Ormskirk Campus, St Helens Road, Ormskirk, Lancs, L39 4QP.  
Tel: 01695 575171**
- 2. Woodland Campus, Southport Road, Chorley, Lancs, PR7 1QR.  
Tel: 01257 265811**
- 3. Aintree Campus, University Hospital Aintree, Longmoor Lane, Liverpool, Mersyside, L9 7LN.  
Tel: 0151 525 5980**

Edge Hill also operates at Armstrong House, Manchester and at a number of Outreach Centres and has collaborative partnership arrangements with a number of other providers. Details of the Outreach

Centres and Partner Colleges can be found on our website at <http://www.edgehill.ac.uk/study/campus/studycentres>

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## Introduction

### Edge Hill University is committed to:

- providing excellent learning and support services which help **all** students achieve their full potential
- setting attainable standards of service and stating these standards clearly
- setting out clearly the commitment and participation we expect from you
- encouraging you to give us your views and comments
- taking prompt action to explain, remedy or improve any situation or service which has fallen short of standards set

Our aim is to **help you to help yourself** and to proactively **promote equality of opportunity** by providing an environment which is welcoming and which values and affirms the positive contributions of all. In all our dealings, staff and students are expected to identify and eradicate any practices which promote discrimination, for example racism, sexism, ageism, homophobia, discrimination against disabled people, or against people from particular socio-economic backgrounds.

This Charter has been developed jointly by Edge Hill University and your Students' Union. It sets out the standards of our curriculum, teaching, support services and facilities that you can expect and your responsibilities and commitments as a student of the University.

In addition to the rights and responsibilities outlined in this Charter, all students are expected to follow all the rules and regulations of the University. You are particularly expected to familiarise yourself with the Student and Academic Regulations available in full on the website.

To minimise duplication, this Charter clearly signposts many sources of useful information which already exist. It is generic; it covers all students currently registered at the University, whether they are full time, part time, learning at a distance, studying on campus or at one of our many Outreach Centres or Partner Institutions.

This Charter covers the following key areas of importance to you as a student:

- i) Recruitment, Admissions and Induction
- ii) Learning, Teaching and Assessment
- iii) Support Services and Facilities

iv) Edge Hill As A Community and Your Participation In It.

## **Section 1 - Recruitment, Admissions and Induction**

Edge Hill University is committed to widening access and support for entry to higher education. We aim to operate flexibly to meet students' needs and undertake to provide accurate information about our programmes, facilities and services for applicants. All FT applications will be processed within the timescales laid down by the various application Clearing Houses, e.g. UCAS / GTTR. For all PT applications, we aim to communicate an initial decision, normally within 10 working days of receipt of application.

### **We aim to provide:**

- prospectuses and other publications which provide information that will help you to make an informed choice about studying a programme at Edge Hill<sup>1</sup>
- notifications of any relevant changes to your proposed programme of study
- full and fair consideration of your application<sup>2</sup>
- a response to any request for information within 10 working days
- the opportunity to visit Edge Hill University or any of our Outreach Centres before or after you have made an application
- an appropriate induction for all new students to help you settle in to University life and academic study

### **Your responsibility is to:**

- provide us with full and accurate information on all application forms<sup>3</sup>
- keep or cancel, with notice, any interviews or appointments

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<sup>1</sup> **Please note:** Information is accurate at the time of printing or publication on our website. Information can be made available in a range of formats on request.

<sup>2</sup> Please see our Admissions Policy and our Academic Regulations

<sup>3</sup> Failure to do so may result in disciplinary action

- keep us informed of any change of circumstances which may affect your offer of a place on the programme for which you have applied
- respond to an offer of a place within the specified time period<sup>4</sup>
- comply with medical/police check procedures and other professionally related requirements on appropriate programmes
- participate in your induction programme

## **Section 2 - Teaching, Learning and Assessment**

Edge Hill University is committed to achieving excellence in every area of professional and academic life, through a student-centred approach to teaching and learning. We aim to provide a high quality teaching and learning experience and high quality support for all students. We aim to enable students to develop a range of transferable skills and abilities, which will equip them to become autonomous and active learners for life.

### **FACILITATING LEARNING**

#### **We aim to provide:**

- accurate and up to date information about all aspects of your learning, teaching and assessment<sup>5</sup>
- clear and up to date information relating to programme timetabling, professional placement allocation and notification of any changes to published timetables
- inclusive learning support for disabled students, specific learning difficulties or mental health needs
- mentors and assessors to support you on educational and health placements

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<sup>4</sup> Otherwise the offer may be withdrawn

<sup>5</sup> Please see <http://www.edgehill.ac.uk/about/policies> for further information

## **Your responsibility is to:**

- take your studies seriously and use information and support provided to facilitate your learning process
- make sure you are familiar with and follow the requirements of your programme of study or research and its regulations<sup>6</sup>
- actively participate in and reflect on your own learning
- take advice from your mentors / assessors on educational and health placements
- regularly check your University email account / Blackboard and the University website, as email is the primary means by which we will communicate with you<sup>7</sup>
- familiarise yourself with your timetable, attend all timetabled classes promptly and advise subject areas or programme leaders immediately of any problems you are experiencing
- inform placement supervisors and placement officers of any issues affecting your attendance<sup>8</sup>.
- adhere to all placement policies and procedures

## **YOUR PROGRAMME**

### **We aim to provide:**

- full and accurate information at the start of your programme of study
- guidance on all aspects of your work and assessment through programme and module handbooks and through our website / VLE

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<sup>6</sup> Please see Guidance & Support 10/11, University Regulations for further information

<sup>7</sup> **Please note:** It is your responsibility to keep the University informed of any changes to contact or other personal details.

<sup>8</sup> Please use the Faculty procedures outlined in your programme documentation.

- fair assessment of your work and feedback within a reasonable time, **normally 4 weeks**
- feedback on all aspects of your work, which will include reference to areas where work can be improved
- appropriate arrangements for students with additional needs
- clarification of programme content for purposes of transfer of credit
- a framework for tutorial support in which you and your tutors discuss and set targets with regard to planning and progression
- a University framework for your personal development planning (PDP)
- mentors / assessors on education and health placements

**Your responsibility is to:**

- attend induction events, lectures, seminars, tutorials, examinations and other activities, which form part of your programme
- familiarise yourself with submission deadlines and other relevant programme requirements
- hand work in on time to set criteria and deadlines
- inform tutors in good time of any mitigating circumstances which prevent you meeting deadlines, so that appropriate action can be taken<sup>9</sup>
- plan your studies and your workload
- seek advice whenever you need clarification on any aspect of your programme, or want to improve your performance, or if you have a problem

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<sup>9</sup> Please note: failure to meet deadlines without good reason may result in penalties or the work may not be assessed.

- adhere to guidelines in respect of confidentiality and professionalism on educational and health placements and programmes
- adhere to any professional standards for your programme and the Student Code of Behaviour

### **Section 3 - Support Services and Facilities**

Edge Hill University aims to provide information about and access to a wide range of high quality teaching and learning facilities, resources and academic support systems and high quality confidential personal support services to enable students to undertake their programmes of study.

#### **We aim to provide:**

- information and access to a wide range of learning resources, equipment and materials, electronic communication systems and electronic information services<sup>10</sup>
- information and access to a wide range of personal support services<sup>11</sup>
- on-line information about both on site and off site services, facilities and support
- help desk services for on and for off campus users by telephone and email
- a range of training and support workshops including group sessions, 1 – 1 sessions covering ICT, information resources and study skills
- a range of study and learning environments including group and individual study areas, quiet areas, computer suites, media production facilities, laboratories<sup>12</sup>
- an inclusive learning support service for all students with diverse learning needs

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<sup>10</sup> For further information see <http://www.edgehill.ac.uk/studentsservices/> & <http://www.edgehill.ac.uk/ls/>

<sup>11</sup> For further information see <http://www.edgehill.ac.uk/studentsservices/>

<sup>12</sup> **Please note:** not all facilities are available on all sites

## **Your responsibility is to:**

- use learning resources, support services and facilities with care and consideration for other users and comply with any University regulations, codes of conduct, Health and Safety regulations concerning their use, including the IT Acceptable Use Policy and the present laws on the use of copyright material
- provide full and accurate information to the required deadlines when involved in any University procedure<sup>13</sup>
- take advantage of on-line help facilities, information services, tutorials, documentation, and to attend training sessions where available and appropriate
- seek the guidance of fellow students, tutors, and members of learning support staff to help you improve your learning or if you are encountering any difficulties with your learning
- make full use of the services and facilities available to support you

## **Section 4 - Edge Hill As A Community and Your Participation In It.**

Your active involvement and participation in Edge Hill as a community is really important to us.

### **We aim to:**

- treat all people who live, work, study or are connected with the University with respect
- provide a range of opportunities for you to give feedback and comments on your programme and modules and on our services and facilities, through for example, module evaluations; course

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<sup>13</sup> **Please note:** We strongly encourage you to inform the University as soon as possible of any change in personal circumstances, such as a disability or medical condition, which may impact on your opportunities to study.

representation; Staff / Student Consultative Groups; satisfaction surveys and focus groups

- provide high standards of residential, social and sporting facilities
- provide policies and procedures to safeguard the health, safety and welfare of the Edge Hill community e.g. Smoking Policy, emergency evacuation procedures
- provide a clean and healthy environment conducive to teaching and learning excellence
- provide opportunities for you to feedback on the future developments of our University through, for example, consultation on policy and campus developments
- provide clear information on tuition and accommodation fees and advice for students applying for student loans, Access to Learning Funding or other student funding

**Your responsibility is to:**

- treat all people who live, work, study or are connected with the University with respect
- get involved and participate in University processes and make sure that your views are heard
- comply with any Edge Hill University safety policies or procedures in place to protect the welfare of yourself and others e.g. emergency evacuation procedures
- respect the campus environment, use all facilities with care and consideration and behave in an appropriate manner
- make arrangements to pay your tuition fees, accommodation fees and any other expenses relating to your programme or charges for the use of any University services or facilities

## **SECTION 5      What To Do If Things Go Wrong**

If you wish to complain about any aspect of our services or programmes or any aspect of our provision outlined in our Charter, Edge Hill University has an agreed and published Student Complaints Procedure. This is available in your Student Handbook or through the Student Information Desk in the Student Information Centre.