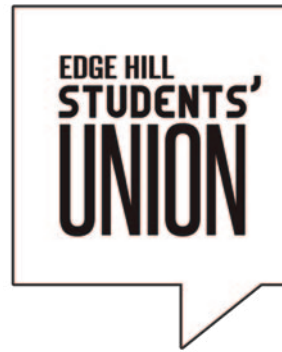




Edge Hill  
University



# Student Charter 2024-25

A partnership between students, staff and the Students' Union



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*Being part of the Edge Hill community means that all of us will work together to ensure that every student's experience is outstanding.*



# Student Charter 2024-25

A partnership between students, staff and the Students' Union

The Charter summarises the responsibilities we have to each other and what they mean in practice. We will all work together to create:

- An educationally rewarding experience
- A welcoming, community experience
- A positive experience in a supportive environment
- An enhanced experience that extends beyond study

To make this happen it's important that we listen to each other's views and seek to act upon feedback, in doing this we ensure there is a mutual approach to making Edge Hill an outstanding place to learn, live and work.

## A joint statement from the Vice-Chancellor and the Students' Union

Our Student Charter acknowledges that by working together we can provide an outstanding educational, social and cultural experience which meets the expectations of students and staff. This partnership approach leads to a mutually beneficial environment; one which values the open-minded pursuit of learning, research, opportunity and positive life experiences and requires the commitment of the entire University community. By meeting our responsibilities, together we can continue to contribute to a positive staff-student relationship which aims to support students to flourish throughout their time at Edge Hill and become confident, well-prepared and rounded individuals.



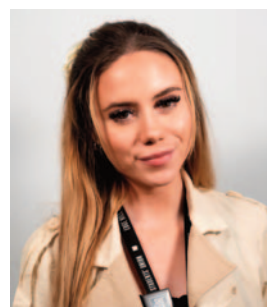
Dr John Cater  
Vice-Chancellor



Orna Murphy-Horton  
Faculty of Arts and  
Sciences President



Maggie Lam  
Faculty of Education  
President



Paige Rivers  
Faculty of Health,  
Social Care and  
Medicine President

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*Edge Hill is home to students who are motivated and engaged and a staff of committed academics and professionals who are dedicated to helping students succeed.*



# An educationally rewarding experience

Edge Hill staff are committed to ensuring students participate in an educationally rewarding experience. High quality, research-led teaching and learning is at the heart of this commitment. Edge Hill is home to students who are motivated and engaged and a staff of academics and professionals who are dedicated to helping students succeed. The University has outstanding teaching, learning and research facilities and programmes are informed and delivered by staff who are engaged in up to date teaching and research activity.

Staff are committed to offering tailored guidance and support and provide meaningful, constructive and timely feedback on academic work to help students learn, improve and achieve; students are responsible for acting upon feedback and using it to enhance their skills, knowledge and future submissions. Students are committed to working to the best of their ability, taking ownership of their learning and engaging with all aspects of their course.

## How students, staff and the Students' Union can work together

### Students

- Show commitment to your studies by taking ownership of your learning and engaging fully with all aspects of your course
- Attend taught sessions well prepared and ready to participate fully
- Ensure work is completed on time and act upon the feedback given in order to continuously improve
- Take responsibility for organising your time well, both in and outside of timetabled sessions
- Familiarise yourself with information about your course and what is expected of you
- Treat study and learning environments with respect and take advantage of facilities to enhance your own learning
- Remain committed to continuously developing your own knowledge, skills and attributes

### Staff

- Show commitment to the student experience by providing high quality teaching, learning and services
- Ensure all taught sessions are well planned, engaging and designed for students
- Provide students with thoughtful and constructive feedback and ensure it is returned in a reasonable amount of time and in line with set timescales
- Provide students with a clear and accessible academic timetable
- Give students clear and up to date information about their course and what is expected of them
- Ensure suitable study and learning environments are accessible
- Show commitment to continuing professional development in order to enhance the student experience

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*The Edge Hill community is based on respect, dignity, understanding and inclusivity.*



# A welcoming, community experience

The Edge Hill community is based on respect, dignity, understanding and inclusivity. Fostering a culture that appreciates difference and diversity is dependent on everyone playing their part in creating a welcoming community; one where students and staff feel happy, communicate openly and honestly and unacceptable behaviour is challenged.

We will aim to resolve problems through open two-way communication and, when necessary, use fair, transparent and accessible procedures to resolve issues at the earliest opportunity.

We will take care of the physical campus, treat the environment with respect and appreciate the great surroundings and facilities on offer at Edge Hill. As part of this commitment we will also take great care to respect the local community and ensure that Edge Hill is represented positively.

## How students, staff and the Students' Union can work together

### Students

- Show that you are committed to the Edge Hill community by being respectful of the campus environment and local area
- Act in a manner that ensures your safety and the safety of others
- Be open, honest and courteous in dealing with staff and other students
- Provide staff with constructive feedback on how things may be improved and engage with any advice and guidance that is offered
- Attempt to resolve any issues through open and honest dialogue
- Engage with policies and procedures in a professional manner
- If issues do arise, seek to engage with staff to resolve them
- If, in particular circumstances, a procedure does need to be followed, ensure that you engage with the process in a fair, transparent and professional way

### Staff

- Provide high quality facilities and surroundings that can be used for learning and living
- Ensure students are provided with safe spaces in which to live and learn
- Be open, honest and courteous when interacting with students and colleagues
- Listen to student feedback and offer constructive advice and guidance
- Attempt to resolve any issues through open and honest dialogue
- Provide clear, fair and accessible policies and procedures
- If issues do arise, seek to engage with students at the earliest opportunity to resolve them
- If, in particular circumstances, a procedure does need to be followed, ensure that both the process and engagement with students is fair, transparent and professional

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*At Edge Hill a range of support mechanisms are in place to ensure a positive experience throughout the student journey.*



# A positive experience in a supportive environment

In order for all students to achieve their full potential it is important that the right support is on offer. At Edge Hill a range of support mechanisms are in place to ensure a positive experience throughout the student journey, from admission to graduation and beyond.

The University will ensure that students are able to engage with a range of staff who will support their academic, personal and professional development as well as their emotional and physical health and wellbeing. Students will be assigned a personal tutor who will act as a single point of communication and referral. It is important that students engage fully with personal tutors, academic and support staff so the University is aware of specific support needs and can offer the right guidance in each situation.

The Student Union Advice Service offers free, independent and confidential advice and can help students understand their rights. With a faculty specific approach, this team supports students seeking help with a wide range of potential queries, from disciplinary procedures and academic issues, to housing, complaints and more.

Together we will continuously seek to improve the support on offer by listening to each other's views in a thoughtful and considerate manner and responding to them in a respectful way.

## How students, staff and the Students' Union can work together

### Students

- Attend planned personal tutor meetings to discuss your progress, personal and professional development
- Fully engage with your induction programme in order to help you transition into university life and academic study
- Familiarise yourself with the support services on offer at the University
- Seek the support, advice and guidance you need as soon as you are able
- Take responsibility for your own personal, social and educational development
- Share your views and experiences so that the University can continuously improve
- Engage with supportive policies and procedures in an honest, professional and courteous way

### Staff

- Provide students with a personal tutor who will offer academic and pastoral support
- Provide a thorough induction to support students' transition into university life and academic study
- Provide students with support on finance, health and wellbeing, personal matters, study and accommodation
- Offer opportunities to engage in wider academic, sporting, social and cultural activities
- Actively seek and listen to students' views on their experience
- Provide timely feedback and thoughtful responses
- Maintain policies and procedures that support students' safety and the safety of others with whom students may come into contact

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*At Edge Hill, students, staff and the Students' Union work in partnership to ensure each student's experience is positive and impactful beyond study.*



# An enhanced experience that extends beyond study

At Edge Hill, students, staff and the Students' Union work in partnership to ensure each student's experience is positive and impactful beyond study. The social, cultural, sporting and recreational opportunities provided by the Students' Union and University are an essential part of the experience on offer.

We provide an enhanced range of extra-curricular activities, which include: access to state-of-the-art sports, entertainment, living and social facilities which can be enjoyed by all.

Staff are committed to students' personal development, including employability. When students graduate from Edge Hill it is important that they feel ready for employment, that's why employability skills are embedded throughout the mainstream curriculum. Students can access careers advice, work and volunteering opportunities to help them in their personal and professional development; in a way that works best for them.

## How students, staff and the Students' Union can work together

### Students

- Take advantage of the extra-curricular and enhancement opportunities that are of interest to you
- Respect the facilities provided and enjoy the living, learning and social spaces on campus
- Engage with opportunities to improve your employability and readiness for work
- Take advantage of the high quality advice and guidance relating to work and volunteering opportunities that are of interest to you
- Offer your feedback to the University if you think there are things that could be improved
- Offer feedback on things which you think are to be commended as this could help ensure they remain for future students
- Identify and offer feedback if you think there are ways that the University and students can better work in partnership

### Staff

- Provide a range of extra-curricular and enhancement opportunities that can aid a well-rounded university experience
- Invest in campus facilities to ensure excellent spaces to live, learn and socialise are available to students
- Ensure employability is an important feature of the mainstream curriculum
- Provide access to high quality advice and guidance relating to work and volunteering opportunities for students
- Provide opportunities for students to voice their opinions on a range of matters
- Carefully consider students' views and how they can be used to ensure the Edge Hill experience is positive and impactful beyond study
- Identify ways to work in partnership with students
- Remain committed to monitoring and evaluating how enhancement activities impact upon the student journey

# More about the Students' Union



The Edge Hill Students' Union is an integral part of the Edge Hill Partnership and supports students in the following ways:

- Is the recognised representative channel between the Student Body, the University and any other external bodies
- Promotes the interests and welfare of all students by providing representation, support and advice
- Provides social, cultural, sporting and recreational activities and forums for discussions and debate for the personal development of its students.

[edgehillsu.org.uk](http://edgehillsu.org.uk)

## Find out more

[ehu.ac.uk/studentcharter](http://ehu.ac.uk/studentcharter)