

# Nottingham Trent University Student Charter

As a student attending Nottingham Trent University (NTU), your expectations will quite rightly be as high as your ambitions. This Charter sets out how the University is committed to delivering a high-quality student experience that meets – and hopefully exceeds – those expectations, while enabling you to realise your ambitions.

In pursuing its mission to create opportunity, value ideas, enrich society, connect globally, empower people and embrace sustainability, NTU has earned a reputation for outstanding graduate employability, first-class learning and teaching facilities and standards, world-class excellence in research, being the most environmentally responsible university in the UK, impressive award-winning support services, and a diverse but close-knit student community.

Life at all Universities has changed due to the Coronavirus pandemic, and we continue to put the safety and wellbeing of our students and staff first. Throughout this time NTU has continued to strive to maintain the quality of teaching, support and experience our students have come to expect, whilst maintaining a strong and vibrant virtual community. We're proud of the way our students have embraced the changes and adapted to this new and temporary world and we will continue to enhance this environment during your time with us.

We are proud to be an inclusive, diverse and progressive University. We do not tolerate racism or discrimination in any form. The Black Lives Matter movement has highlighted that racism still thrives across the world and we know that as a society and a University we have a long way to go. We stand in solidarity with our black students and staff and recognise we all have a part to play in tackling racism. We commit to challenge racial inequalities and champion anti-discriminatory practice across the University. We will do this in active partnership with the Students' Union, students and staff to ensure we understand the changes we need to make and that action taken is decisive.

All our achievements are based on strong teamwork, mutual trust and a shared vision. That spirit of partnership has underpinned the development of our Student Charter. This is a product of the strong working relationship between the University and the Students' Union. It was initially drawn up following consultation across the institution and is informed by regular feedback from both staff and students working together. We acknowledge that due to the current circumstances this may need to be updated more regularly, and the University commits to continue to do this in consultation and partnership with the Students' Union.

The Charter is founded on respect, integrity and clear communications. We welcome, listen and respond to the views of our students. We will undertake reviews of how we are honouring those commitments made here so that we can continue to add real value to your experience.

In turn, the Charter captures what we expect of you as a student. It outlines your own responsibilities and obligations as well as your rights. We hope that it will serve as a valuable reference point at all stages of your university education.

We can all, collectively and individually, play our part in creating a supportive, inclusive and vibrant learning community that enables discovery, drive and innovation. This Charter embodies the principles that will help make your time at NTU even more productive, worthwhile and enjoyable, whilst providing you with the skills, knowledge and resilience to play the positive role in society that you envisage for yourself.



Professor Edward Peck  
Vice-Chancellor



Conor Naughton  
President, NTSU



Nottingham Trent  
University

## Students can expect NTU to:

- treat students and colleagues equally and respectfully, in the spirit of equality and diversity, and creating an inclusive university community
- ensure a safe and secure environment, on campus and online, in accordance with Health and Safety standards and [safeguarding](#) responsibilities
- ensure all aspects of [sustainability](#) are considered in its teaching, operations and research as befitting one of the country's most sustainable universities
- safeguard all personal data provided, in compliance with the requirements of the General Data Protection Regulation and the Data Protection Act 2018.

## The University aims to provide:

- a safe and productive learning community in which both staff and students will have the opportunity to develop their career ambitions and fulfil their potential
- an enhanced student experience through continual investment in our educational learning environment and resources
- excellent standards of teaching and assessment, support, advice and guidance for students and regular continuing professional development for its staff
- dedicated employability and enterprise staff to help students find and arrange [placements](#) and work experience to enhance employability in the global graduate market place
- a range of activities that will enhance employability and personal development – including [work-based projects](#); [volunteering](#); [enterprise opportunities](#) and international or [language programmes](#)
- access to a range of services that support learning, engagement, progression and attainment
- high quality digital and learning resources
- effective communication to keep you informed about your course, services and university experience.

## In addition, you can expect:

- course information which details, for example, key contacts, assessment criteria, teaching, directed learning, and mode of delivery
- clear deadlines for assignments and timeframes for feedback on submitted work
- to receive clear and constructive feedback to support your learning within three weeks, with the exception of final year dissertations and some project work
- regular opportunities to meet with your tutor (in person or online)
- an induction to help familiarise you with your learning environment, provide opportunities to talk to other students, and an introduction to your studies, available resources and key people
- to be provided, in advance of enrolment, with clear information on course tuition fees and any associated mandatory course costs, along with payment options and deadlines, and an indication of costs for optional items
- varied opportunities to engage in providing feedback regarding your academic courses and services
- notice of changes to timetables in reasonable time through appropriate routes
- to receive information detailing assessment arrangements and regulations, academic guidance and support, and clear information on [academic appeals and complaints procedures](#).

## In return you are expected to:

- behave responsibly, particularly with regard to social distancing, treating staff and your fellow students with dignity and respect, and following the [Student Code of Behaviour](#)
- take responsibility for managing your own learning, participate in induction and tutorials, actively engage in your course and all timetabled and time bound sessions and activities including all tutorials, and actively respond to feedback received
- ensure that you submit assignments by agreed dates and that these are your [own work](#)
- tell the university about any barriers that impact on your learning including any absence, disability, health reason or [exceptional circumstance](#) which impacts your course
- provide feedback through [student academic representatives](#) and modular and course evaluations, which aim for improvements in the quality of learning and teaching
- provide constructive feedback to the Students' Union to help improve the overall student experience
- commit to the terms and conditions of being an NTU student and your obligations regarding fees and payments
- Respond in a timely way to communications from the university relating to enrolment, attendance, progression and graduation
- keep all your [contact details](#), including your emergency contacts, up to date and disclose, any change to your personal situation that impacts on learning
- respect the physical and online environment of the University, including learning, social and living accommodation and behave respectfully towards our neighbours as a responsible and active member of the local community
- familiarise yourself and comply with the University's policies and regulations, including the [IS Computer Use Regulations](#).

## The Students' Union undertakes to:

- advocate for the best educational experience for you by [enhancing the quality of teaching and learning](#), supporting educational transitions and embedding good practices for your future employment
- offer [representation](#), [advice](#) and guidance to our members
- encourage healthy communities through [student groups](#), which reduce isolation and encourage mutual respect between students and their communities
- represent and celebrate our diverse membership by leading the conversation on Equality, Diversity and Inclusion
- be [a well governed organisation](#) keeping [representation](#) and student led decision-making at the heart of all its activities whilst maintaining relationships with key stakeholders.

Please note that the University has taken all reasonable steps to ensure the accuracy of the content within this leaflet at the time of printing but does not accept responsibility for errors or omissions.

The information contained in this Student Charter applies to all students enrolled at NTU. The University may update this Charter from time to time to ensure maintenance of the appropriate standards and quality of its service to its students and will ensure that students are notified of any changes at the appropriate time.

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