

NTU Student Charter

As a student attending Nottingham Trent University, 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 and empower people; NTU has earned a reputation for outstanding graduate employability, first-class learning and teaching facilities and standards, world-class excellence in research, impressive support services, and a diverse but close-knit student community. NTU is also recognised as one of the most sustainable universities in the world.

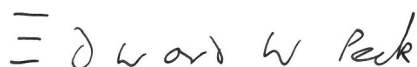
We have invested heavily in a learning and teaching environment that both inspires and motivates and which has seen dramatic changes to our four campuses.

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.

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 the NTU student 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 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



Bradley Fox
President, NTSU

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 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 facilities and educational learning environment
- 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 [sources of support](#) to underpin your learning and wellbeing
- high quality [IT facilities](#), [libraries 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, contact hours 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 timetabled opportunities to meet with your tutor
- an induction to help familiarise you with your learning environment, introduce you to other students, and provide 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
- a variety of routes for students to provide feedback regarding academic courses and services
- notice of changes to timetables in reasonable time through appropriate routes including: [NOW](#), [NTU email](#), [MyNTU](#) and text messaging
- 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:

- treat staff and your fellow students with dignity and respect and in line with the [Student Code of Behaviour](#)
- take responsibility for managing your own learning, participate in induction and tutorials, actively engage in your course, give full attention to 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](#)
- inform the University of an absence due to health reasons or other exceptional circumstances in accordance with your School's attendance policy
- provide feedback through [student academic representatives](#) and modular and course evaluations, which aim for improvements in the quality of learning and teaching
- provide 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
- ensure a timely response to communications relating to course enrolment, progression and graduation
- keep all your [contact details](#) up to date and disclose, to an appropriate member of staff, any changes to your personal situation that may affect your learning experience
- respect the physical and online environment of the University, including learning, social and living accommodation and behave respectfully towards our neighbours as a responsible 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:

- provide you with accessible, democratic decision-making opportunities with proactive academic representation, allowing the Union to be a confident voice on your behalf
- create a range of personal development opportunities for you to enhance your employability
- build a safe, inclusive student community and promote your academic and personal welfare through the Union's Information and Advice Service
- deliver high quality services in the areas student members feel important and encourage responsible behaviour
- be a well governed organisation keeping representation at the heart of all its activities while establishing constructive 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 and studying at a Nottingham Trent University campus, Nottingham, UK. 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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