

The Student Charter

This is a statement of mutual intentions and expectations, which are put into practice through various policies, regulations, rules and handbooks. It has been agreed by the University and the Roehampton Student's Union that the role of the University is:

- to maintain an inspiring academic environment, with expert teachers and high quality resources, which encourages students to develop as independent learners and to reach their full potential;
- to help students to enhance their employability potential and to develop in ways that are valued by employers;
- to provide professional services that support students and help them to reach their academic potential;
- to involve students in decision making about their University and in identifying improvements to academic programmes and the student experience;
- to maintain a supportive, tolerant and accessible environment for all members of the University;
- to be always fair, efficient and courteous in its dealings with students, providing accurate and timely information, and taking clear and appropriate action whenever things go wrong;
- to provide a safe and healthy place in which to work and study, and to consider the impact of its activities on the environment and the local community.

The role of students:

- to take responsibility for managing their own learning and for making the most of the University experience, through active engagement in their studies and by making use of the resources and professional services which are offered by the University;
- to take prompt and appropriate action in the face of any difficulties which may be impeding their studies;
- to engage in decision making about their University and in identifying improvements to academic programmes and the student experience;
- to take personal responsibility for promoting a supportive, tolerant and accessible environment for all members of the University and to respect the views of others;
- to be always fair, efficient and courteous in their dealings with the University, its staff and other students;
- to respect the social and physical environment of the University and of the local community.

The role of the Roehampton Students' Union:

- to promote effective student engagement at all levels of decision making in the University and in identifying improvements to academic programmes and the student experience;
- to work with the University and the Colleges in providing opportunities for students to engage with a range of extracurricular activities that enhance their personal and professional development;

- to provide appropriate advice and assistance to students with academic and welfare difficulties, and to ensure that students are aware of their rights;
- to represent the interests of students at local and national level;
- to promote the University's values among the student body, by supporting student engagement with local communities, and by helping to establish a supportive, tolerant and accessible environment for all members of the University;
- to facilitate, celebrate and reward student participation in the life of their University.

Professor Paul O'Prey, Vice-Chancellor
Siobhan Kelly, President, Roehampton Students' Union

This charter will be reviewed and monitored annually by the University and the Roehampton Students' Union.