



Anglia Ruskin
University

Cambridge & Chelmsford

Student Charter



www.anglia.ac.uk

Introduction

This student charter aims to explain, in language which is easy to understand, exactly what you can expect of us and, in return, what we expect of you. It is set out to show a student's experience - from applying to us to graduating and becoming a life-member, or 'alumnus', of the Anglia Ruskin community.

While you are a student at Anglia Ruskin University, we expect that you will:

- **respect the people you meet and learn to work well with other students and staff;**
- **take an active part in, and contribute to, your learning and become involved in as many areas of university life as possible;**
- **respect, and keep to, our values; and**
- **not do anything to damage our reputation.**

In return you can expect all members of our university to treat you with respect.

An important part of being a student is giving feedback on your experience of university life. We will give you opportunities to do this and we will use your feedback to help us make improvements. If you are an undergraduate student you will be able to take part in the National Student Survey in your final year, and we very much hope that you will do so.

Finally, if you are a full-time student:

- **you will need to study for at least 35 hours each week; and**
- **you should not normally do more than 15 hours of paid work each week.**

Research shows that success as a student is best achieved when you get the right balance of study and work.

All the commitments in this charter apply to you if you are studying at one of our main sites - Chelmsford, East Road, Cambridge, Fulbourn and Peterborough (hospital). In this charter, 'we' means the Anglia Ruskin University Higher Education Corporation, and 'you' means a student who is registered and studying at one of Anglia Ruskin University's campuses. We are working on a charter that will apply to our students who are registered at a joint-venture centre, or who are studying through 'distance learning' or through one of our partner colleges or organisations.

We divide our teaching times into semesters because most of our students study on this pattern. If you would like us to give you our teaching times in a different format, please ask us.

Before you arrive

1. When you apply

We will:

- consider all applications fairly and offer places to people who will get the greatest benefit from our courses;
- publish a prospectus that contains accurate, relevant information about courses, conditions for admission, the availability of accommodation, local childcare facilities, support services, and costs;
- make sure that our application process meets the needs of people with disabilities and that all our staff are aware of such needs;
- give applicants information about open days and other events they might want to go to. We will do this at least 20 working days before the event. If the event is within this period, we will send the information immediately.

We expect you to:

- give us complete, honest and accurate information in your application;
- give us any supporting work or evidence we ask for straight away, so that we can give you a prompt decision on your application;
- come for an interview (if we ask you to);
- tell us about any disability, learning difficulty, personal circumstance or an illness you have that may affect your learning at Anglia Ruskin (so we can make any adjustments we need to make); and
- find out as much as you can about what we can offer you, for example by coming to one of our open days or visiting our website.

2. If we offer you a place

We will:

- make a decision on your application once we have all the information we need and, if you are successful, send you our offer and any conditions attached to it within 15 working days;
- send you, with our offer, information on how to apply for a place in university accommodation; and
- respond to your application for university accommodation within 10 working days of receiving it.

We expect you to:

- reply to our offer by the given deadline; and
- apply to rent university accommodation within two weeks of accepting our offer (if you want to rent university accommodation).



3. Tuition fees and money

We will:

- publish our tuition fees on our website at least six months before the start of your course and every year after that;
- help you to understand our tuition fees, scholarships and bursaries and any other financial help you may be able to get (we will reply to your question within three working days and we aim to give you a full response within 13 working days); and
- use the student complaints procedure to sort out any problems between us and you about fees and other financial matters.

We expect you to:

- make all the necessary arrangements with whoever is paying your tuition fees (such as your employer or a local authority), before your course starts;
- pay your tuition fees when they are due (if you are personally responsible for paying them); and
- tell us if you will find it difficult to continue with any agreement you have made with us about paying your tuition fees. You must do this before the fees are due.

4. If you accept our offer

We will:

- send you information about how we will welcome you within 10 working days of receiving your acceptance;
- give you access to our student guide on the internet;
- if you are from outside the UK, we will send you our Guide for International Applicants and invite you to a special orientation programme before the beginning of your first semester; and
- send you clear instructions about where and when to arrive. You should receive these within 10 working days before you are due to start. If you are due to start within 10 working days we will send them straight away.

We expect you to:

- read any information we send you before you arrive; and
- visit our website to find out more about what will happen when you arrive

When you arrive

The first few days

We will:

- help you to register for your course within the first three days of our welcome period and if you can register online, we will send you details of how to do so;
- give you our student handbook, our assessment regulations and our rules, regulations and procedures for students;
- give you your username and password for our computer facilities, no more than 24 hours after you have registered (you will be able to see your account details on E-Vision, our student-information service on the internet);
- tell you who your personal tutor is (your personal tutor will arrange to meet you during the first four weeks of your course); and
- organise a programme of events to help you meet other students during your first few days as a new student.

We expect you to:

- arrive at the time we asked you to arrive - or tell us if you are going to be late;
- register for your course, either online before you arrive or at the time we tell you;
- make sure that you have received our student handbook, our assessment regulations and our rules, regulations and procedures for students, and keep them to refer to in the future;
- meet your personal tutor at the arranged time; and
- take part in the programme of events to show that you want to get involved in university life.



When your course starts

1. Learning and teaching

We will:

- give you information on our website about the timetable in general six teaching weeks before the class begins;
- give you access to your personal timetable for the academic year six weeks before teaching starts if you are a current student;
- give you access to your personal timetable on E-vision three working days after you have registered online (if you are a new student);
- tell you if the time or location of a class is going to be changed (we will normally do this by 9am of the morning of the class);
- monitor your attendance at timetabled classes and contact you if you do not go often enough to class;
- aim to rearrange, as soon as possible, any class we have to cancel;
- reply to any problem or question about your course within three working days and aim to give you a full response within 13 working days;
- give you a module guide - information about day-to-day studies on each of your modules - no later than the beginning of your module (the module guide may be available on our website);
- offer a drop-in or appointment service where you can speak to academic staff (they will be available for at least three hours each week); and
- tell you what support is available to help you in your studies.

We expect you to:

- have the information you need about your course and your timetable;
- follow the advice in your module guide about what you need to study as you work through the semester;
- go to your classes on time;
- take an active part in all your classes;
- tell us as soon as possible of any problems that may affect your work or your progress;
- go to all off-campus activities that are part of your course; and
- follow any advice we give you to help you in your studies.

2. Assessing your work

We will:

- give you, at the beginning of the module, all the information you need about assessment, including the deadline, the format your assignment should be in and the marking scheme;
- give you clear advice about what you must not do, such as trying to pass off someone else's work as your own (plagiarism);
- tell you when and where to hand in your assignment and what happens if you hand it in late - written assignments are normally handed in to, and collected from, i-centres;
- give you a receipt when you hand in your assignment to the i-centres;
- publish, on our exams website, a detailed examination timetable at least four weeks before the first examination;
- offer extra academic support if you have to 'resit' an examination (take it again) or if you have to do an assignment again;
- publish, on our exams website, a detailed 'resit' examination timetable at least 10 working days before the first 'resit' examination;
- give you feedback on your assignments within 20 working days, or 30 working days in the case of your major project; and
- discuss your exam script (answers) with you if you ask us to.

We expect you to:

- make sure that you have received and understood all the relevant information about assessment, including deadlines, exam dates and how you should present your assignment;
- be aware of the academic rules relating to your studies (we will give you a short version of the rules, called the 'assessment regulations', when you first register);
- take part in all the activities you will be assessed in, and, in particular, turn up for your examinations at the time and place shown in the examination timetable;
- present your written work in a word-processed format, and include all appropriate references;
- hand in your assignments by the set deadline;
- keep receipts for your assignments until you receive marked copies back;
- keep copies or electronic back-ups of your written work, until you receive marked copies back;
- collect your marked assignments and keep them until you finish your course (we cannot give you your exam scripts back, but we can discuss them with you);
- take note of feedback on your work and try to learn from it to help you improve in future assessments; and
- tell us of any special needs you have or of any circumstances that may affect how you prepare, present or hand in your assignments.

3. How we will handle difficulties

We have three procedures to help us deal with any problems.

- **The student complaints procedure - you should use this procedure if you want to make a formal complaint because you believe we have not kept our promises to you.**
- **The appeals procedure - you should use this procedure to appeal against an academic decision (for example, if you don't agree with how we have handled your assessment).**
- **The student discipline procedure - we will use this procedure if we have to take action against you because we believe that you have broken the code of conduct.**

For all three procedures, we will:

- **give you a copy of our rules, regulations and procedures for students, which contains information about each procedure and a copy of our code of conduct for students;**
- **keep to the deadlines in each procedure;**
- **be fair and reasonable at all times;**
- **not treat you differently from other students because you have been involved in any procedure;**
- **help you to understand how the procedures work and encourage you to ask for help from the Students' Union; and**
- **keep a record of the number of times each procedure is used and how each case was dealt with, to help us improve the procedures.**

For all three procedures, we expect you to:

- **be fair and reasonable if you are involved in any procedure;**
- **follow the procedure closely, provide supporting evidence and keep records of all relevant facts; and**
- **keep to the deadlines in any procedure.**

In line with the student complaints procedure, we will:

- **be happy to discuss any concerns you have before you make a formal complaint;**
- **investigate your concern or complaint fully and fairly;**
- **respond to you appropriately and politely, explaining how we have carried out our investigation; and**
- **take prompt and effective action to sort any problem out.**

In line with the student complaints procedure, we expect you to:

- **try to sort out any problems with the person who is directly involved, with another member of staff or with the Students' Union advice service (this can help to stop the problem becoming a formal complaint);**
- **be reasonable in your response to any action we take to solve the problem; and**
- **use the student complaints procedure fully before trying to involve any outside organisations.**



In line with the student discipline procedure, we expect you to:

- **be aware of the university's rules, regulations and procedures for students and our code of conduct for students;**
- **behave respectfully to our staff, students, visitors and neighbours at all times; and**
- **respond reasonably to any informal warning about behaviour that breaks the code of conduct.**



How we will support you

1. The university library

We will:

- enrol you as a member of the library when you register as a student with us;
- offer extensive opening hours at our major sites during the academic year (the opening hours depend on which site you use);
- provide access to online services and resources at all times, with a maximum of 5% downtime (time when resources may not be available because we have to carry out maintenance) in any year;
- have staff available to help you in person, by e-mail, online and by phone, at major sites during the academic year;
- have in stock at least one copy of every item on your recommended-reading list;
- make items that have been returned available within two hours of them being returned (when library staff are on duty)
- provide an inter-library loan service (this allows us to borrow UK publications from other libraries if we don't have them in stock) and supply 85% of articles within seven working days, and 85% of books within 14 working days;
- maintain our equipment and facilities in good working order, with at least 90% of machines working at any time; and
- make you aware of new services and improvements, and changes in the availability of services (we will give you at least seven days' notice if any service will not be available).

To help us provide the best possible service, we expect you to:

- consider the needs and rights of other library users;
- use the different areas of the library for the purpose they are meant for;
- keep your workspace reasonably tidy;
- treat library staff with respect, keep to the rules, policies and procedures, and use the facilities appropriately;
- get to know your way around the library, the main features of the website and digital library, and the basic services and procedures;
- take advantage of sessions we provide to help you use the library - they will help you develop as an independent learner;
- check your university e-mail account regularly for library notices; and
- let us know if you have any problems with the library service.

2. How we will communicate with you

We will give you:

- a student e-mail account with 200MB of storage space;
- online access to information, such as your timetable, exam timetable, and results, using E-vision;
- 20MB of storage on the university's central network so you can save documents and files (you will have access to the central network from any computer, on or off campus); and
- online training in how to use your student e-mail account and E-vision.

We expect you to:

- follow the training instructions for using your student e-mail and E-vision, and ask for help if you have any problems;
- check your student e-mail inbox at least twice a week, as this will be our main method of communicating with you;
- check your personal details on E-vision to make sure that they are correct and up to date and tell us of any changes;
- use the communications system responsibly and do nothing that might damage our reputation; and
- report any fault or problem, using your Anglia Ruskin University e-mail address, as soon as you can and give us as much detail as possible so we can help to sort it out.

3. Support for students from outside the UK

We will:

- give you full and accurate information about the UK and about Anglia Ruskin University, before you arrive in the UK;
- help you with any problems you may have with your visa, entitlement to work, accommodation, health, money and tuition fees;
- provide help with English, if you need it;
- offer you a programme of activities to welcome you to Anglia Ruskin before you start your course, and a calendar of social events throughout the year to help you get the most out of studying with us; and
- give you the latest news and information, and links to other websites, for international students on our website (www.anglia.ac.uk/iss).

We expect you to:

- ask us for help as soon as possible if you have any problems;
- give us accurate information when you ask us for help;
- give us proof of your identity, and any other documents we ask you for;
- keep to UK immigration rules and any advice we give you about your visa; and
- take an English Language test and go to English Language classes and workshops if we assess you as needing to do so.

4. Other support

We will:

- tell you the outcome of your application to the Access To Learning Fund (ALF) within one week of the deadline for applications;
- pay your ALF payment into your bank account within two weeks of the deadline for applications (if you qualify for help from the ALF);
- give you advice about special-needs assessments and the Disabled Students' Allowance (DSA);
- carry out a detailed assessment of your needs if you have very special needs;
- give you clear information about the level of support we agree with you;
- respond to you within 48 hours if you contact us about counselling (this service is available Monday to Friday, not including bank holidays);
- try to see any student who is extremely upset on the same day as they contact us; and
- make an appointment for you with a careers adviser within five working days, if you ask us to by e-mail (or within seven working days if you contact us by another method).

We expect you to:

- give us proof of your identity and any other documents we ask you for when you apply for financial help;
- give us full and accurate information on application forms and copies of any documents we ask you for;
- keep to any deadlines when you apply for funding;
- tell us, before you start your course, if you have a disability, learning difficulty or an illness;
- make an appointment, before your course begins, to discuss your needs (if you cannot make an appointment before your course begins, contact us as soon as possible);
- tell us if your needs change; and
- ask for our help as soon as you need it - this will help to stop your problem getting worse, and help you to be more independent.



After you graduate

We will:

- post your final European Diploma Transcript to your home address within five working days of the date of the relevant Awards Board; and
- post your certificate to your home address within eight weeks of the date of the relevant Awards Board.

We expect you to:

- fill in the Destination of Leavers from Higher Education (DLHE) survey shortly after you graduate.



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