The Bolton Student Charter

The University of Bolton’s mission is to unlock the potential within individuals and organizations through the excellence and responsiveness of our teaching, research and student support. Our core characteristics and strengths are

- Accessibility and flexibility
- Innovation, creativity and enterprise
- Internationalism
- Quality and excellence
- Student focus

Learning is a partnership and this agreement, between the University and the Students’ Union, is a recognition of the mutual duties and responsibilities which each owes the other if the partnership is to continue to flourish and be successful.

This charter should be read in conjunction with the Bolton Learning Partnership Statement which will underpin the principles stated below.

The University undertakes to:

- Encourage its employees to treat students and colleagues equally and respectfully.

The University undertakes to provide:

- High standards of teaching, support, advice and guidance.
- Access to activities that will enhance employability and personal development.
- Regular continuing professional development for its staff.
- Support for student participation in academic development and course management, including elections of representatives.
- Access to counselling and advice on: health and welfare; accommodation; finance and careers etc.
- Clearly defined access to library and IT facilities.

The University undertakes to provide students with the following information:

- Stated periods of notice for changes to timetable, cancelled classes, rescheduling of content etc.
- Clear deadlines and timeframes – in course handbooks – for feedback on submitted work.
- A course handbook which details assessment criteria, contact hours, mode of delivery of course, examination arrangements and regulations, academic guidance and support, appeals and complaints procedures, professional requirements (if appropriate).
• Course costs, payment options and deadlines, and an estimate of necessary additional costs.

Students undertake to:
• Treat staff and their fellow students equally and respectfully.
• Attend induction, participate in timetabled classes, attend meetings with tutors etc.
• Obtain agreement from their Department, in advance, for any essential absences.
• Take responsibility for managing their own learning: actively engaging in their course; ensuring they spend sufficient regular time in private study, and participating fully in group learning activities.
• Submit assessed work by stated deadlines, actively participate in feedback.
• Make prompt payment of charges made by the institution.
• Support course representatives and participate in systems which will lead to improvements in the quality of learning and teaching.
• Respect the physical environment of the institution, including accommodation and behave respectfully towards neighbours.

The Students’ Union undertakes to:
• Support all students to ensure they receive equal treatment and are aware of their rights and responsibilities.
• Support student participation in quality enhancement activities – especially through the election, development and training of course representatives.
• Assist students with academic and welfare problems.
• Represent the interests of students at local and national level.
• Support active student/community engagement, especially as regards combating antisocial behaviour.
• Provide a range of athletic and social clubs and societies to enhance personal and professional development.

Date last reviewed and who by: Student Experience Committee, 11th December 2012

Signatures of Vice-Chancellor and Students’ Union Representative:

[Signature]  [Signature: R Campbell]

23rd January 2013