





Student Charter

Student Charter for all undergraduate and postgraduate taught students, including those who study off campus

Our mission is to be the UK's leading university for business and the professions, where original research, enterprise, and inspiring teaching deliver global impact.

We are building an international reputation as the source of the people and the ideas that will shape the businesses and communities of tomorrow.

Our outstanding graduate employability; commitment to sustainability and global citizenship; international and multi-cultural student body; compact city-centre campus; warmth and friendliness, make Aston a unique and very special place to study.

Partnership

This Student Charter, developed by the University and the Students' Union, spells out our commitment to your education and experience at Aston and our expectations of you both as a university student and as a member of the Aston community.

We aim to help you become an outstanding professional and a responsible global citizen. The University and the Students' Union will work in partnership with you so that you enjoy the highest quality educational experience.

We hope you will work with us to be successful and enjoy your time at Aston.

Professor Dame Julia King

Vice-Chancellor

Ben Diffey
Students' Union President

2014/2015

01 Our partnership aims to deliver:

informed, professionally focused courses

Quality **Employability and** Global A great student entrepreneurship citizenship learning experience Developing independent Sought-after graduates -An innovative, international An inspirational and critical thinkers through world leading and ethical outlook - a supportive experience employability combined high calibre teaching and differentiator for employers delivering high student excellent learning with confidence, drive and in a competitive satisfaction and excellent environments within the passion marketplace academic performance framework of research



02 You can expect us to:

Quality learning	Employability and entrepreneurship	Global citizenship	A great student experience
Draw on Aston's cutting-edge research, and our professional expertise, to deliver	Enhance your employability skills by preparing you for life after graduation Expect undergraduates to take a placement year as part of their course and/or provide opportunities for integrated workplace learning within a professional degree programme Support your search for employment or further study with advice and information on careers, qualifications, courses, enterprise and entrepreneurship	Create an environment which encourages personal development, free speech, mutual	Provide high quality, safe facilities for studying, living and relaxing*
exciting and inspiring learning experiences		understanding and academic freedom	Respect your right to appropriate and
Provide teaching staff who take advantage of active support from the University to		Show respect, courtesy and professionalism to all	effective study, social and living space*
develop and enhance their teaching skills		Provide equality of treatment for all regardless of gender, age, race, disability, sexual orientation, religion or belief	Offer clear information about course costs payment options, payment deadlines and an estimate of any additional costs (if required)
document with details of learning and assessment, contact hours, exam furth arrangements, academic guidance and support, professional requirements (if and conservicts) with eigenporting to			
		Offer opportunities for students to develop their cultural intelligence through intercultural activities and language learning*	Give friendly, professional and helpful support with your studies and any person financial or welfare issues
	Provide access to vacancies, advice on	Dravida froe fareign language tuition to	Decelve problems through open and

Offer access to a wide range of learning materials. Library resources and appropriate IT facilities

recommended reading

Provide a clear timetable for teaching and assessment

Provide as much notice as possible of any unavoidable timetable/session changes

Assess work fairly and provide meaningful feedback - normally within four working weeks

Offer support via your tutors throughout your studies, including during any placement

Support and embed student participation in academic development and course management

Provide access to vacancies, advice on application procedures and training for job

seeking skills, including support after you graduate

Foster and encourage entrepreneurship

Secure appropriate professional accreditation for our programmes Provide free foreign language tuition to eligible first year undergraduates (including English tuition for international students)*

Offer foreign language tuition to all students*

Encourage and support student participation in elections for student representatives

Resolve problems through open and transparent communication

Provide a computer account giving access to email, My Aston Portal (MAP), the virtual learning environment, an e-portfolio and other IT facilities

Inform you of, and consult with you on, important University plans and proposals

Provide clear information about procedures relating to complaints, appeals and disciplinary matters

Value and act on the comments you give relating to your experience and use such feedback to make improvements

* Where applicable; for example this may not apply to students who are distance learners or those studying at partner institutions.

03 We expect you to:

Employability and entrepreneurship	Global citizenship	A great student experience
Take advantage of paid and unpaid, short-term and one-year placement opportunities relevant to your course* Engage with the Careers and Employability Centre and participate in employability activities relevant to your programme Seek contacts and opportunities with people and organisations including the Aston alumni network that might help your employability and global citizenship Comply with the requirements of the professional bodies appropriate to your degree, including standards of conduct and behaviour and fitness to practise Engage with relevant student peer mentoring opportunities To undertake extra-curricular activities that enhance your skill set such as participating in Students' Union sports clubs and societies and/or through volunteering, work experience and fundraising*	Create and take opportunities to work with and learn from people with different cultures Develop your awareness of the perspectives and needs of others and your skills in working successfully with them Show respect, courtesy and professionalism to all other members of Aston University and the wider community in all interactions, including those via social media Protect the physical environment by active participation in recycling schemes and other environmentally friendly initiatives*	Take part in induction, including International Orientation Week and Freshers' Week * Take advantage of sporting, cultural, community and social activities* Ask for help to resolve issues affecting your experience at Aston Give feedback on your experience when requested, including completing national and University surveys and questionnaires Consider volunteering to become a student representative on University or School committees Support your course representatives Consider participating in the Students' Union Council* Communicate actively with course representatives Support the delivery of University services by paying your tuition fees and other charges on time
	Take advantage of paid and unpaid, short-term and one-year placement opportunities relevant to your course* Engage with the Careers and Employability Centre and participate in employability activities relevant to your programme Seek contacts and opportunities with people and organisations including the Aston alumni network that might help your employability and global citizenship Comply with the requirements of the professional bodies appropriate to your degree, including standards of conduct and behaviour and fitness to practise Engage with relevant student peer mentoring opportunities To undertake extra-curricular activities that enhance your skill set such as participating in Students' Union sports clubs and societies and/or through volunteering, work experience and	Take advantage of paid and unpaid, short-term and one-year placement opportunities relevant to your course* Engage with the Careers and Employability Centre and participate in employability activities relevant to your programme Seek contacts and opportunities with people and organisations including the Aston alumni network that might help your employability and global citizenship Comply with the requirements of the professional bodies appropriate to your degree, including standards of conduct and behaviour and fitness to practise Engage with relevant student peer mentoring opportunities To undertake extra-curricular activities that enhance your skill set such as participating in Students' Union sports clubs and societies and/or through volunteering, work experience and

04 You can expect the Students' Union to:

Quality learning

Inform you of University plans and proposals

Represent the views of the student community to the University and the locality

Advise you on any issues you may have with the University, and on following procedures and regulations

Represent you at reconvened exam boards, academic appeals and disciplinary hearings

Employability and entrepreneurship

Provide opportunities for personal development through clubs and societies, volunteering, work experience and fundraising*

Allocate funding or provide sponsorship for sports clubs and societies that will widen participation

Support student proposals that positively benefit the larger student body

Host or support careers events, creating face to face contact with placement and graduate employers

Global citizenship

Support societies that provide opportunities for inter-cultural development

Host or support events aimed at building inter-cultural understanding

Support active student community engagement

Develop networks with other Students' Unions in order to create increased opportunities for knowledge sharing

Promote the annual One World Week, a celebration of Aston's multicultural community

A great student experience

Ensure you receive equal treatment and are aware of your rights and responsibilities

Encourage you to join student societies*

Promote sport and exercise opportunities*

Support student participation by encouraging you to take part in Students' Union elections and decision making

Develop and train course representatives and Students' Union Councillors

Provide confidential welfare services including academic, financial and personal advice

Invite you to give comments on your experiences and use student feedback to create improvements

Campaign actively for constructive development of the student experience



* Where applicable; for example this may not apply to students who are distance learners or those studying at partner institutions.

Please Note

The Student Charter is a summary of the aspirations and expectations of the University and its students. It is not intended to be a legally-binding document and it does not set out to define or limit the legal obligations and/or rights of the University, its students or the Students' Union.



Full details of these are set out in other documents including all regulations, policies, programme regulations, codes of practice, student handbooks and procedures issued by the University, as well as the University's Royal Charter and Statutes. Rights and obligations regarding the Students' Union are set out in the Articles of Governance of Aston Students' Union.

For more information see 'Supporting you' and 'Quick Links at www.aston.ac.uk/current-students/ or contact either the Students' Union President or Student Services (contact details below)

Annual Review

The Student Charter is reviewed annually for the forthcoming academic year. Last reviewed in May 2014 by a group led by Neil Bushell, Students' Union President in 2013/2014 (union.president@aston.ac.uk) and Jill Wilson, Director in Student Services (a.j.wilson@aston.ac.uk)



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If you would like to make any comments or suggestions on the Charter, please email studentcharter@aston.ac.uk





This document is correct at the time of going to press (July 2014).

