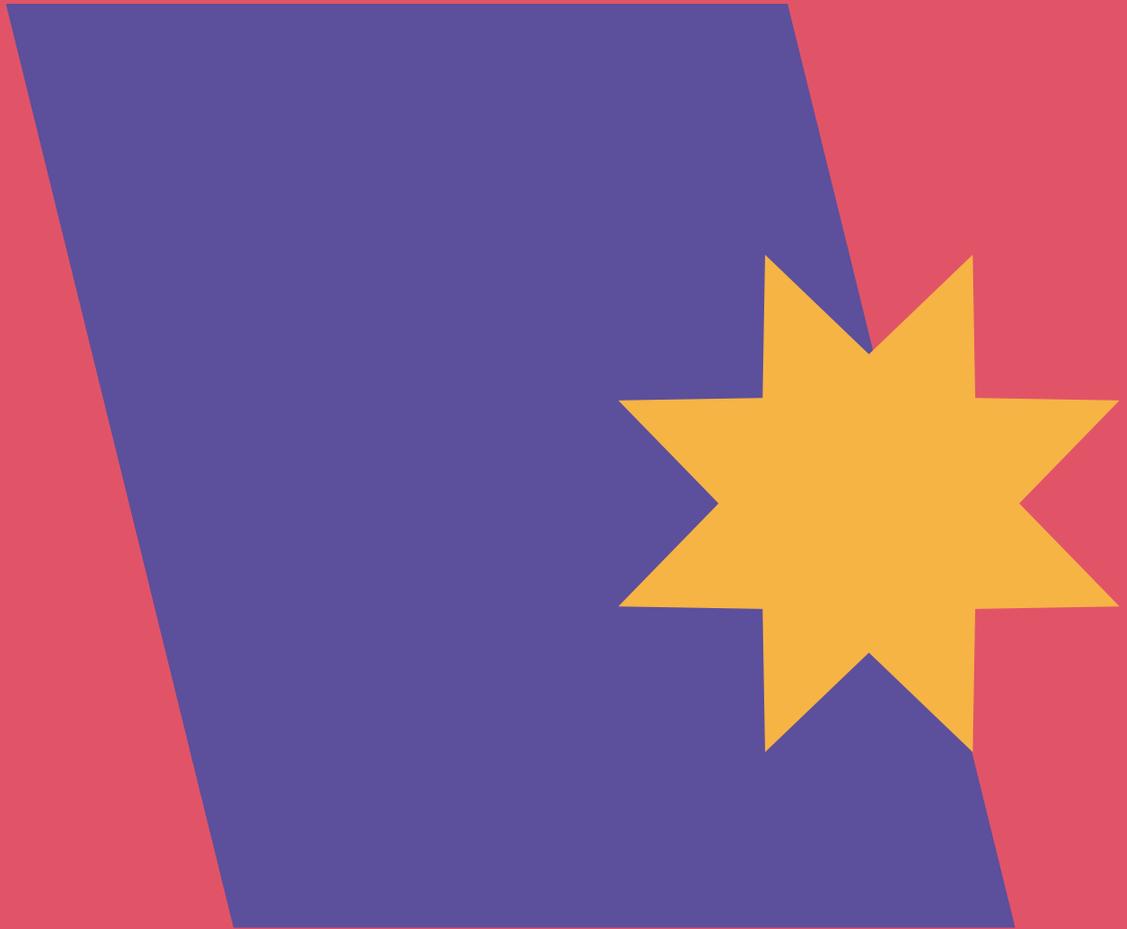


University of the Arts London

Student Charter



Arts
Students'
Union

ual:

In order to fulfil your creative and professional potential you need to know what to expect from University of the Arts London – and what the University expects from you.

The Student Charter has been developed by representatives of the University, students, and the Students' Union and seeks to ensure the best possible experience for everyone studying and working at UAL.

The Charter is reviewed and updated each year by the University's Learning, Teaching and Enhancement Committee.



Your education

At the University staff and students work together in the co-production of education. Members of our community are expected to treat each other with respect. Diversity and individuality are celebrated.

Specific Responsibilities

The University should:

- Give you clear information about your studies, assessed work and academic options.
- Provide a high-quality creative learning experience and an environment which enables and supports your creative and professional development. This will include access to a range of support services such as libraries, IT Services, the Language Centre and academic support.
- Place diversity and inclusivity at the core of your learning experience.
- Assess your performance on the basis of clear and fair marking criteria and processes, including use of anonymous marking where applicable.
- Consult you fully before making major changes that may affect your studies.

Students should:

- Attend and contribute actively to timetabled learning activities. This is important for your intellectual, creative and professional development. Missing or being late for teaching sessions, meetings, and appointments puts both your learning and

the learning experience of other students at risk.

- Access relevant information in course handbooks and other documents, including information about support services.
- Use the Virtual Learning Environment to access your course documents and check important announcements.
- Follow the University's rules and regulations for students.
- Seek support and guidance when needed.

The Students' Union should:

- Ensure that students are aware of and able to exercise their academic rights.
- Organise the election and training of course representatives.
- Use student feedback to drive improvements in the learning experience and environment.
- Support students to take action on concerns.
- Ensure students are fully consulted if their course is facing changes.

Your student and professional life

Fulfilling your creative and professional potential is about more than just your formal learning experience. You will have access to additional opportunities, and support if you need help.

Specific Responsibilities

The University should:

- Provide information and professional support, including through student induction, for:
 - Finance
 - Housing
 - Health and well-being
 - Disabled students, including students with mental health issues and Specific Learning Difficulties
 - Equality, diversity and discrimination
 - Developing and managing your creative practice and career
- Keep Wednesday afternoons free from mandatory timetabled sessions for undergraduate courses.
- Provide students of faith a space in their college for prayer and reflection.
- Pay the Living Wage to all student employees (as a minimum).

Students should:

- Find out about support services for students.
- Tell a tutor or contact the support services when you encounter a problem.
- Attend appointments with the support services.

The Students' Union should:

- Provide a range of student-led creative, sporting and social activities.
- Provide comprehensive, independent professional support for:
 - Complaints and academic appeals
 - Accusations of academic misconduct
 - Equalities and discrimination
 - Employment rights
- Pay the Living Wage to all student employees (as a minimum).

Your ideas and concerns

For the University to provide the best possible experience, it is important that you have an opportunity to present your ideas and concerns.

Specific Responsibilities

The University should:

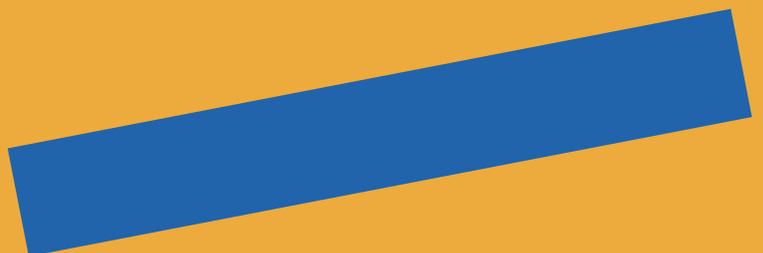
- Ensure students' views are represented in review, planning and policy making.
- Ensure student involvement in evaluating and improving the quality of the learning experience.
- Use a range of methods to hear students' ideas and concerns.
- Provide fair, transparent and efficient procedures for dealing with complaints, appeals and disciplinary matters.
- Communicate how the University is acting on student feedback.

Students should:

- Take opportunities to be represented in review, planning and policy making.
- Voice ideas and concerns, including through evaluations, students' surveys student representatives, and the complaints procedures.
- Use opportunities to participate in elections for student representatives.

The Students' Union should:

- Provide inclusive and fair student democracy, including elections and policy making.
- Work with the University in resolving disputes and disagreements.
- Work in partnership with the University in the provision of effective student representation, including course representatives and activity representatives.
- Provide students with impartial advice and guidance in relation to complaints.
- Represent the interests of students at College, University and national level.



The logo for the Arts Students' Union. It features the word "Arts" in a large, bold, white sans-serif font. Below "Arts" is a horizontal white line. Underneath the line, the words "Students'" and "Union" are stacked vertically in a smaller, white sans-serif font.

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