



The Solent Charter

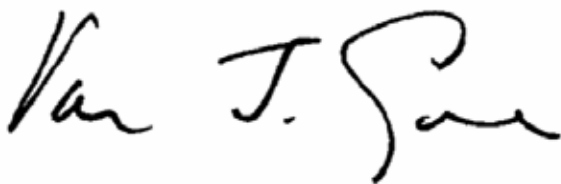
Foreword by Vice-Chancellor

Southampton Solent University prides itself on its dedication to its students. The Solent Charter represents the commitment of staff to support student learning and welfare, alongside the initiatives expected of our students as partners in learning.

This Charter is supplemented by the individual course Student Handbook which provides further essential detail about University procedures and which students should keep and refer to during the academic year. The Charter also draws attention to important University policy and regulations available via the student portal; these are intended to ensure that the University remains a supportive and welcoming community for all students and should be read carefully by them.

The University pursues a policy of continuous improvement and, as part of this, keeps its Charter and the service it provides under regular review.

I hope students find this Charter helpful and will enjoy as well as benefit from the services that Southampton Solent University provides. My colleagues and I are always very pleased to receive student feedback.



Professor Van Gore
Vice-Chancellor

University Vision Statement:

A vibrant, inclusive and successful University that is well known for the excellence of its work with students and employers and the effective integration of theory and practice

A stimulating student experience characterised by intellectual rigour, personal fulfilment and excellent career prospects

Imaginative external partnerships which develop the University and make a significant contribution to social justice and economic competitiveness

(Southampton Solent University
Strategic Plan 2008-13)

Introduction

This Charter outlines the commitments of the University and its expectations of its students during their time with us in order to ensure a positive learning and life experience for all members of our community.

The Charter has been produced in consultation with students and members of the University's Student Support Network. It sets out the broad intentions of the University in supporting students and it is supplemented by the Student Handbook provided by individual faculties which contains detailed information relating to course delivery.

The Charter also draws attention to the key rules and regulations of the University which students are expected to read in advance of joining their course.

The obligations of the Solent Charter apply to all staff and students of Southampton Solent University.

The University will

- Promote equality of treatment regardless of gender, race, age, disability sexual orientation, religion or belief.
- Recognise the needs of a multi-cultural and diverse student body and will endeavour to support those needs.
- Offer a regularly updated, distinctive and innovative curriculum that provides transferable skills, community-based experience and work placement to enhance student employability.
- Provide opportunities for knowledge creation and exchange that aligns academic and professional practice.
- Seek to provide a vibrant and collaborative environment that supports learning and self-development.
- Consult and respect your views in the decisions affecting you, your studies and the Solent community.
- Take all reasonable steps to provide a safe, secure and healthy environment free from harassment, bullying and discrimination.
- Provide free access to the internet through the Learning Centres and some faculty-based computer centres to enhance the learning, teaching and research of students.
- Safeguard the personal information that you provide and comply with the requirements of the Data Protection Act.
- Maintain and assure the academic standards and quality of its awards.
- Provide opportunities for you to contribute to the management and evaluation of the quality and operation of your programme of study.
- Promote environmental protection and fair-trade.
- Listen to and consider student opinion.
- Provide you with a Student Handbook detailing the procedures and practices of the University related to your studies.

You as a student should

- Make a commitment to your studies and use to the full the opportunities available to you for engaging in learning and student life.
- Be respectful of your peers and University staff and help to create a positive and supportive learning environment.
- Let us know what we can do to support your learning experience, informing the University at the earliest opportunity of any disability you have which may affect your opportunities as a student.
- Be socially responsible in the multi-cultural and diverse University community, living in harmony with the wider local community and ensuring you and those around you stay safe.
- Make sure you are registered with a doctor locally.
- Make appropriate use of resources.
- Treat University property with respect so as to avoid damage (wilful or accidental) to University premises, fittings and facilities.
- Get involved and get active, through student representation on your course, by providing feedback on your programme of study and through your Students' Union.
- Comply with the University rules and regulations and, in particular, ensure that you notify the University of any criminal convictions that you have or may receive.
- Ensure that your internet usage is within the regulations, ethical and lawful.
- Pay promptly any fees or charges that are due.
- Make best use of University and the city recycling facilities and consider issues relating to the environment and sustainability.
- Make the most of the academic and extra-curricular opportunities available to you in order to realise your full potential as a member of the Solent community and as you move forward in your future career.

Before you arrive..

The University will

- Publish accurate and relevant information about courses, conditions for admission, accommodation and fees.
- Consider all applications fairly and offer places to those who will best benefit from our courses.
- Ensure that our application process meets the needs of people with disabilities and that staff are aware of these needs.
- Provide details of resources for students with disabilities or learning difficulties and information on health, student support and study guidance.
- Provide information on Sport and Recreation facilities available.
- Offer Open Days, giving you the opportunity to experience life at Southampton Solent University.
- Help new students begin their transition to higher education and familiarisation with the University via the 'HelloUni' information site accessible via the University website.

You as a student should

- Provide us with complete, honest and accurate information in your application, including any disabilities or learning difficulties that may affect your University life.
- Start as early as possible to arrange your financial support, accommodation and any other support you may need.
- Ensure that you have the financial support necessary for your studies and arrange with the University for the payment of your fees.
- Refer to all the University's formal regulations available via the 'HelloUni' website so that you are familiar with what is required of you as a member of the Solent community.

In your academic studies...

You can expect

- A programme of study which uses a mix of appropriate teaching and learning methods.
- Well-informed staff that combine academic and professional practice, teaching a programme that is reviewed periodically to meet the needs of employers and prepare students to succeed in a fast-changing competitive world.
- To be taught how to reflect critically on the subjects that you study and how to critically assess your sources of information.
- Advice on what actions to take where circumstances outside of your control prevent you from completing an assessment or sitting an examination.
- Clear information about the course content and structure, learning outcomes and assessment criteria. Where changes are made to your programme or its assessment reasonable notification will be given.
- Where options are available provide sufficient information to enable you to make an informed choice.
- A student induction programme for your course of study along with a student handbook detailing matters relevant to your studies and your faculty.
- Clear timetables for your course of study including examination dates and submission deadlines for assessments.
- Reasonable access to equipment, facilities and settings to undertake your programme of study.
- That work is marked fairly, objectively and without bias in line with the University's prevailing policy and practice.
- Written feedback on all assessments and feedback provided within the time period as specified by your faculty.
- Briefings on 'good academic practice' and 'referencing'.
- A published ethics policy and guidelines that describes the principles that govern how staff and students should behave in relation to their academic and professional practice.
- The University's policy on Intellectual Property Rights to be made readily available and the University's support in protecting your Intellectual Property Rights.

You as a student should

- Attend induction and familiarise yourself with the academic practices and regulations of the University.
- Take an active part in and attend all lectures, seminars and other learning opportunities and make informed contributions to them.
- Submit all assessments and attend all examinations.
- Take responsibility for your learning and manage your time so that you submit work by the deadlines to avoid any penalties.
- Reflect critically on the feedback given to you by staff to improve future assessments.
- Advise your relevant faculty Student Support Network Officer of any circumstances that may affect your studies or your ability to submit an assessment or sit an examination, and submit evidence for Extenuating Circumstances where appropriate.
- Regularly check your University e-mail, notice boards and the student portal/VLE in order to keep up to date with relevant course information.
- Ensure that you read and retain the information provided, both in hard copy and on the student portal and seek clarification of anything you do not understand.
- Use equipment and facilities with care and consideration for other users and comply with any regulations concerning their use, including any health and safety requirements.
- Show a commitment to academic honesty in your work.
- Where appropriate, give feedback on the modules you take and on the services you use and take part in the University-wide surveys of student satisfaction and the National Student Survey.
- Ensure that any paid employment that you undertake during term-time does not affect your studies in a detrimental way.
- Be aware of the ethical issues involved in your studies and your Intellectual Property Rights.

International students

You can expect

- Support throughout your stay at the University.
- Advice on immigration and employment issues, social activities and aspects of student life.
- Academic English workshops dedicated to the practice of English in contexts related to your studies.
- That as a responsible sponsor of overseas students the University will monitor student attendance and report non-attendance in accordance with the requirements of the UK Border Agency.

You as a student should

- Take responsibility to seek the support you believe you need and actively take up that support where offered.
- Adhere to the immigration rules attached to your student visa while studying in the UK.
- Take responsibility, action and seek advice in renewing your visa prior to its expiry date.

Research students

You can expect

- A Postgraduate Research (PGR) Student Handbook detailing the procedures and practices of the University related to your postgraduate research degree.
- A Supervisory Team with subject expertise and experience in the methodologies and techniques of research and an appreciation of the specialist knowledge in your field.
- Support in preparing your project proposal and throughout your studies.
- Access to a research training course at an appropriate level, for example the Postgraduate Certificate in Research Methods.
- Opportunities for you to address any specific training needs that have been identified with your Director of Studies.
- Your Director of Studies to alert you to opportunities to publish work alongside your postgraduate research studies.
- The University to take appropriate action where evidence of academic misconduct in the preparation of a thesis, or other irregularities in the conduct of an examination, comes to light subsequent to the recommendation of the examiners.

You as a student should

- Take responsibility to consult regularly with your Supervisory Team, including your Director of Studies.
- Attend and actively participate in the PG Certificate in Research Methods.
- Take full advantage of the opportunities provided for you to present and discuss your work at the annual research student conference or at one of the regular research seminars.
- Seek to broaden your research contacts at every opportunity.
- Become familiar with institutional regulations and policies that affect you and your research, including the Ethics and Intellectual Property Rights policies

Support

The University will

- Deliver high quality, professional and friendly support to students via the provision of information, advice and guidance to help you achieve your full potential.
- Provide an integrated Student Support Network to which you may self-refer or to which a member of staff can direct you. The network will offer a range of services in the following areas:
 - Pastoral care
 - Careers & Jobshop
 - Support for disabled students and those with learning difficulties
 - Student Affairs for advice on student policies
 - Study assistance
 - Funding
 - Accommodation
 - Counselling and Mental Health
 - Hypnotherapy
 - Faiths/religion
 - International Advice

You as a student should

- Take responsibility to seek the support you believe you need and actively take up that support where offered.
- Attend all meetings arranged via the Student Support Network or notify them in advance if you are unable to attend.

The Students' Union

The Students' Union will

- Provide independent advice, support and representation to all its members.
- Provide advice and training for those who act as student representatives.
- Provide opportunities for social interaction and support for its sport and cultural societies.

You as a student should

- Contact the President of the Solent Students' Union if you do not wish to be a member of the Union. When enrolling as a student you automatically become a member of the Union.
- Take responsibility to seek the advice and support you believe you need and actively take up that support where offered by the Union.

If things go wrong...

The University will

- Provide readily accessible information about how to appeal against assessment decisions or raise a complaint and how disciplinary matters are handled.
- Offer appropriate advice and support and information about suspension, transfer or withdrawal from studies where this may be necessary.
- Ensure that any complaint, appeal or disciplinary matter will be dealt with fairly, impartially and without fear of recrimination.
- Investigate all incidences of academic misconduct in a fair and transparent manner.

You as a student should

- Familiarise yourself with the information made available to you regarding suspension, transfer, withdrawals, complaints, appeals and disciplinary procedures.
- Seek appropriate advice and be willing to accept reasonable resolutions to a dispute.

Graduates/Alumni...

The University will

- Provide an award certificate and European Diploma Supplement where relevant to graduating students.
- Promote through the Alumni Association your achievements as a graduate. As a Southampton Solent University Graduate you automatically become a member. Membership offers benefits such as discounts on professional courses and postgraduate study and use of facilities.

You as a student should

- Ensure that all outstanding tuition fees are paid in order to attend the Graduation ceremony.
- Consider making full use of your alumni membership.
- Be aware that we may contact you in the six months after you have graduated to ask you about your employment circumstances. This survey is called the Destinations of Leavers from Higher Education (DLHE).

Formal regulations

This Charter supplements formal University requirements regarding academic conduct, progress and examinations. These formal requirements are detailed in your Student Handbook and on the University portal.

You, as a student, are expected to read and be familiar with your Student Handbook and the University regulations. It is a condition of your enrolment that you agree to abide by these. Full copies of all regulations are available electronically on the University portal.

Your attention is particularly drawn to the following areas:

- Academic
- Data Protection
- Student conduct
- Equality and diversity
- Learning and Teaching
- University Campus
- Health and Wellbeing
- Information and Communications Technology
- Money
- Accommodation
- Sport and Recreation
- Employment

Further information

The Student Handbook contains further information for students including useful contact numbers. If you do have any queries regarding the content of this Charter then please contact Academic Standards & Quality Service (02380 319808).

Disclaimer

The Solent Charter is not intended to be contractually binding. It is a statement of the University's commitment to its students and intended standards of service, together with the obligations expected of its students during the course of their studies