

# Student Charter

- 1) Leeds Trinity University respects its contractual relationships with students.
- 2) The University expects all members of staff, students and Students' Union staff to act in accordance with its values of dignity, respect, social justice and equality.

In addition

It expects academic or professional support staff to:

- 3) Plan challenging programmes of study, stimulating learning activities and fair assessments;
- 4) Support students in meeting the challenges of their programme of study, the transition to higher education and living independently;
- 5) Provide useful formal feedback in a timely manner appropriate to the form of assessment but no later than 20 working days after assessment;
- 6) Contribute to preparing students for graduate-level work and life beyond university;
- 7) Identify drop-in office hours and make that information easy to find for students;
- 8) Respond professionally to student communications within two working days unless email or other out-of-office arrangements are in place;
- 9) Track engagement of students, including attendance, in order to make contact with students at risk of disengaging and withdrawing;
- 10) Inform students effectively when unavoidable changes are necessary;
- 11) Inform students of deliberate changes made as a consequence of student evaluations.

It expects students to:

- 12) Engage diligently with various pedagogic activities, including group work, non-timetabled directed activities and additional opportunities when provided;
- 13) Be attentive to University information and check regularly for direct communications by email, on evision and other platforms;
- 14) Respond professionally to University or staff communications in a timely manner, normally within two working days;
- 15) Respect staff time and resource by attending agreed appointments;
- 16) Evaluate constructively the quality of education and services at Leeds Trinity when consulted;
- 17) Contribute to decision-making of both the University and Students' Union;
- 18) Engage with campus community social activities.

It expects the Students' Union to:

- 19) Promote the achievement, development and welfare of students through its advocacy and social activities;
- 20) Maintain strong consultation and representation in order to communicate representative student views both to the University and to the student body.