

## FALMOUTH STUDENT CHARTER

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### Commitments

#### Teaching & Learning

1. Make learning your highest priority
2. Take responsibility for your academic progress and engage with feedback and assessments
3. Attend all scheduled learning opportunities and hand in work to deadlines
4. Reflect on the feedback provided and use it as a tool to develop your learning
5. Participate fully in tutorials and seminars by sharing and discussing ideas
6. Engage with personal tutors

#### Facilities

1. Respect university property, grounds and facilities so they may be equally available to others
2. Act responsibly when booking, hiring or being loaned university facilities and equipment
3. Be considerate when using university facilities and equipment
4. Protect our environment, actively contribute to our green ethics and participate in the green campus initiatives
5. Use your access to university systems in a responsible manner and provide up to date information for your student record

#### Support

1. Notify a relevant member of university staff when experiencing academic or pastoral difficulties
2. Discover the services available to you and use them as needed
3. Follow policies, procedures and regulations of the university

4. Ensure that you keep in regular touch with the university through the appropriate channels

#### Dignity & Respect

1. Respect yourself, the university community and the wider community
2. Treat students and staff with dignity and respect both in person and online
3. Provide honest and constructive feedback on academic and other university matters
4. Familiarise yourself with your course and its obligations, and comply with enrolment and other processes in a timely manner

#### **Expectations**

#### Teaching & Learning

1. Provide teaching that is up to date, student-centred and of high quality
2. Provide timely and constructive feedback that supports your learning
3. Provide effective and appropriate study support
4. Provide a personal tutor
5. Provide accurate information about your course – its content, costs, regulations and procedures
6. Ensure that any essential changes to your course are communicated in a prompt and appropriate manner
7. Provide access to high quality learning resources and equipment that are required to support your work

#### Facilities

1. Provide access to academic and personal advice and guidance
2. Enable students to develop their academic and personal skills so they may reach their full potential
3. Affirm that every member of the university community is student-centred in their work
4. Provide a well-informed, impartial and confidential employability, careers, advice and guidance

5. Provide opportunities and activities beyond the curriculum to support your development

#### Dignity & Respect

1. Celebrate and respect all cultures and international diversity in all of our services
2. Treat students and staff with dignity and respect, both in person and online
3. Value transparency, consulting and listening to the student voice through acting on student feedback and providing opportunities to shape the student experience