



Nottingham Trent
University

Nottingham Trent University

Student Charter

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As a student attending Nottingham Trent University (NTU), your expectations will quite rightly be as high as your ambitions. This Charter sets out how the University is committed to delivering a high-quality student experience that meets – and hopefully exceeds – those expectations, while enabling you to realise your ambitions.

In pursuing its mission to create opportunity, value ideas, enrich society, connect globally, empower people and embrace sustainability, NTU has earned a reputation for outstanding graduate employability, first-class learning and teaching facilities and standards, world-class excellence in research, being the most environmentally responsible university in the UK, impressive award-winning support services, and a diverse but close-knit student community.

We are proud to be an inclusive, diverse, and progressive University. We know that for students to flourish and succeed they need to feel part of a tolerant and safe community. We do not accept racism, direct or indirect discrimination, harassment, hate or sexual misconduct at NTU. We continue to invest and develop clear and supportive systems for reporting, investigating, and taking action when these do happen. Most recently this work has included the Race Equality Charter project, developing our new Sexual Violence Policy and rolling out consent training for new students. We will continue to develop and train our staff to ensure that you are fully supported.

We know that racism still thrives across the world and as a society and a University we have a long way to go. We stand in solidarity with our black students and staff and recognise we all have a part to play in tackling racism. We commit to challenge racial inequalities and champion anti-discriminatory practice across the University. We will continue to tackle these important issues in active partnership with the Students' Union, students and staff to ensure we understand the changes we need to make, and that action taken is decisive.

All our achievements are based on strong teamwork, mutual trust and a shared vision. That spirit of partnership has underpinned the development of our Student Charter. This is a product of the strong working relationship between the University and the Students' Union. It was initially drawn up following consultation across the institution and is informed by regular feedback from both staff and students working together. We acknowledge that some aspects of your time at NTU may look different due to the pandemic, and the University commits to continue to communicate any changes to you and regularly review these in consultation and partnership with the Students' Union.

The Charter is founded on respect, integrity and clear communications. We welcome, listen and respond to the views of our students. We will undertake reviews of how we are honouring those commitments made here so that we can continue to add real value to your experience.

In turn, the Charter captures what we expect of you as a student. It outlines your own responsibilities and obligations as well as your rights. We hope that it will serve as a valuable reference point at all stages of your university education.

We can all, collectively and individually, play our part in creating a supportive, inclusive and vibrant learning community that enables discovery, drive and innovation. This Charter embodies the principles that will help make your time at NTU even more productive, worthwhile and enjoyable, whilst providing you with the skills, knowledge and resilience to play the positive role in society that you envisage for yourself.

Professor Edward Peck
Vice-Chancellor

Conor Naughton
President, NTSU

Students can expect NTU to:

- treat students and colleagues equally and respectfully, in the spirit of equality and diversity, and creating an inclusive university community
- ensure a safe and secure environment, on campus and online, in accordance with Health and Safety standards and [safeguarding](#) responsibilities
- ensure all aspects of [sustainability](#) are considered in its teaching, research and operations as befitting one of the country's most sustainable universities.
- ensure that all personal data provided by students or received from third parties is in compliance with the requirements of the General Data Protection Regulation and the Data Protection Act 2018.

The University aims to provide:

- a safe and productive learning community in which both staff and students will have the opportunity to develop their career ambitions and fulfil their potential
- an enhanced student experience through continual investment in our educational learning environment and resources
- excellent standards of teaching and assessment, support, advice and guidance for students and regular continuing professional development for its staff
- dedicated employability and enterprise staff to help students find and arrange [placements](#) and work experience to enhance employability in the global graduate market place
- a range of activities that will enhance employability and personal development – including [work-based projects](#); [volunteering](#); [enterprise opportunities](#) and international or [language programmes](#)
- access to a range of services that support learning, engagement, progression and attainment as well as a wide range and variety of extra-curricular activities to enhance your student experience
- high quality digital and learning resources
- effective communication to keep you informed about your course, services and university experience.

In addition, you can expect:

- course information which details, for example, key contacts, assessment criteria, teaching, directed learning, and mode of delivery
- clear deadlines for assignments and timeframes for feedback on submitted work
- to receive clear and constructive feedback to support your learning within three weeks, with the exception of final year dissertations and some project work
- regular opportunities to meet with your tutor (in person or online)
- an induction to help familiarise you with your learning environment, provide opportunities to talk to other students, and an introduction to your studies, available resources and key people

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- An environment in which your privacy and personal autonomy are respected in accordance with government legislation
 - to be provided, in advance of enrolment, with clear information on course tuition fees and any associated mandatory course costs, along with payment options and deadlines, and an indication of costs for optional items
 - varied opportunities to engage in providing feedback regarding your academic courses and services
 - notice of changes to timetables in reasonable time through appropriate routes
 - to receive information detailing assessment arrangements and regulations, academic guidance and support, and clear information on [academic appeals and complaints procedures](#).

In return you are expected to:

- behave responsibly, treating staff and your fellow students with dignity and respect, and following the [Student Code of Behaviour](#)
- take responsibility for managing your own learning, participate in induction and tutorials, actively engage in your course and all timetabled and time bound sessions and activities including all tutorials, and actively respond to feedback received
- ensure that you submit assignments by agreed dates and that these are your own work; assessment is part of learning, having other people to do your work for you will be treated as a misconduct
- tell the university about any barriers that impact on your learning including any absence, disability, health reason or [exceptional circumstance](#) which impacts your course
- provide feedback through [student academic representatives](#) and modular and course evaluations, which aim for improvements in the quality of learning and teaching
- provide constructive feedback to the Students' Union to help improve the overall student experience
- commit to the terms and conditions of being an NTU student and your obligations regarding fees and payments
- Respond in a timely way to communications from the university relating to enrolment, attendance, progression and graduation
- keep all your [contact details](#), including your emergency contacts, up to date and disclose, any change to your personal situation that impacts on learning
- respect the physical and online environment of the University, including learning, social and living accommodation and behave respectfully towards our neighbours as a responsible and active member of the local community
- familiarise yourself and comply with the University's policies and regulations, including the [IS Computer Use Regulations](#).

The Students' Union undertakes to:

- advocate for the best educational experience for you by [enhancing the quality of teaching and learning](#), supporting educational transitions and embedding good practices for your future employment.
- Offer [representation](#), [advice](#) and guidance to our members
- encourage healthy communities through [student groups](#), which reduce isolation and encourage mutual respect between students and their communities.
- represent and celebrate our diverse membership by leading the conversation on Equality, Diversity and Inclusion.
- be [a well governed organisation](#) keeping [representation](#) and student led decision-making at the heart of all its activities whilst maintaining relationships with key stakeholders.

Please note that the University has taken all reasonable steps to ensure the accuracy of the content within this leaflet at the time of printing but does not accept responsibility for errors or omissions.

The information contained in this Student Charter applies to all students enrolled at NTU. The University may update this Charter from time to time to ensure maintenance of the appropriate standards and quality of its service to its students and will ensure that students are notified of any changes at the appropriate time.

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