



Nottingham Trent  
University

# Nottingham Trent University

# Student Charter

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This Charter sets out how the University is committed to delivering a high-quality student experience that meets – and hopefully exceeds – your expectations, while enabling you to realise your ambitions. It is underpinned by our commitment to Educational Gain: Live, Learn, Work – ensuring that every aspect of your university journey contributes to your personal, academic, and professional development.

In pursuing its strategic ambitions to create opportunity, value ideas, enrich society, connect globally, empower people, and embrace sustainability, NTU has earned a reputation for innovative learning and teaching. We deliver a great student experience, including award-winning support services, a diverse and close-knit student community, outstanding graduate employability, excellent facilities, world-class excellence in research, and being the most environmentally responsible University in the UK. All of these contribute to your Educational Gain — helping you develop the knowledge, confidence, and skills needed for personal, academic and professional success.

We are proud to be an inclusive, diverse, and progressive University. We are delighted to welcome you into our NTU community, a global family made up of up to 40,000 students and 4,500 colleagues from over 160 countries. We believe in respect and equality. In joining, you will show the same intelligence and integrity that got you here. We do not accept any form of discrimination, harassment, hate or sexual misconduct. We want you to have the conviction to stand up for what is right and have the courage to challenge what is not. If issues do arise, we have systems for reporting, investigating, and taking action. We have achieved the Race Equality Charter Bronze Award.

We all play our part in creating a supportive, inclusive, and vibrant learning community. Our achievements are based on teamwork, mutual trust, and shared vision. The spirit of partnership underpins this Charter. It is the product of the strong working relationship between the University and the Students' Union. It was derived from engagement with the NTU community and is informed by regular feedback from colleagues and students. Any changes will be made in partnership with the Students' Union and will be communicated to you.

We want you to make the most of your experience at NTU, be bold and try new things, and connect with a diverse range of students and colleagues. Your success will need talent, curiosity, and engagement both inside and outside of your academic studies. These experiences contribute directly to your Educational Gain, building confidence, skills, and self-awareness. You can expect support, guidance and compassion from our colleagues who are trained to ensure you are appropriately supported. If you find you need our help, and most will at some stage, just let us know and we will do all we can to ensure that you can access support. We will provide you with opportunities to get involved with university life beyond your studies if you wish, such as course societies, the Students' Union, sport, music, or volunteering – whatever catches your imagination.

The Charter outlines our commitments to you. In turn, it also captures our expectations of you as a student. We hope that it will be a valuable reference point at all stages of your university education.



**Steve Denton**  
Interim Vice-Chancellor



**Libby Sinclair**  
NTSU President 2025/26

## NTU will:

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- treat you fairly and respectfully, in the spirit of [equality and diversity](#), and creating an inclusive university community.
- ensure a safe, secure, and accessible environment, on campus and online, in accordance with Health and Safety standards and [safeguarding](#) responsibilities.
- provide you with support, advice and guidance.
- provide a productive learning community in which you have the opportunity to develop your career ambitions and fulfil your potential.
- ensure [sustainability](#) is integrated into teaching, research and how we operate, as well as providing sustainable campuses with green spaces to enjoy.
- ensure that all personal data provided by you or received from third parties are managed in accordance with [Data Protection](#) regulations.
- provide an enhanced experience through continued investment in our educational learning environment and resources.
- provide excellent standards of teaching and assessment, which are inclusive and accessible to all.
- provide employability and enterprise support to help you find and arrange work-like experience, alongside activities to enhance employability, including projects, volunteering, enterprise opportunities and international or language programmes.
- provide access to a range of services that support learning, engagement, progression, and attainment, including high quality learning resources.
- provide access to a variety of extra-curricular activities, sports clubs, and societies to support with your Educational Gain..
- provide effective and regular communication to keep you informed about your course, services, and the university experience.
- provide course information which details key contacts, assessment criteria, teaching, directed learning, and mode of delivery.
- provide clear deadlines for assignments and provide you with timely, constructive and informative assessment feedback.
- provide you with opportunities to meet your [personal tutor](#) (in person or online).
- provide an induction to help familiarise you with your learning environment, extra-curricular activities and opportunities to meet other students.
- provide an environment in which your privacy and personal autonomy are respected.
- provide an environment in which [academic freedom and freedom of speech](#) are respected.
- provide you with information on course tuition fees, any mandatory course costs (such as essential personal equipment) and an indication of costs for optional items, in advance of enrolment. We will also provide specific detailed information about payment deadlines and options at the point of enrolment.

- create opportunities for you to provide feedback regarding your academic courses, extra-curricular activities and services.
- give you notice of timetable changes in reasonable time, through appropriate routes.
- provide information detailing assessment arrangements and regulations, academic guidance and support, and [academic appeals and complaints procedures](#).

## As a student you will:

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- behave responsibly, as a member of our NTU community, treating colleagues and students with dignity and respect, following the [Student Code of Behaviour](#).
- respect the physical and online environment of the University, including learning, social and living accommodation, and behave respectfully towards our neighbours as a responsible member of the local community.
- commit to the terms and conditions of being an NTU student and your obligations regarding fees and payments.
- keep your [contact details](#), including your trusted emergency contacts, up to date and disclose, any change to your personal situation that impacts on learning.
- respond as soon as possible to communications from the University relating to enrolment, attendance, progression, and graduation.
- take responsibility for managing your own learning, participate in induction and tutorials, engage in your course and all timetabled sessions and respond to feedback you receive.
- submit all assessments by the agreed deadline and act with academic integrity and develop good academic practices.
- inform the University about any barriers that may impact on your learning including any absence, disability, health reason or [personal circumstance](#) which may require adjustments to ensure you can access your course.
- provide feedback through [student academic representatives](#) and module and course evaluations, to help improve the quality of learning and teaching.
- provide constructive feedback to the Students' Union to help improve the overall student experience.
- familiarise yourself and comply with the University's policies and regulations, including the [Academic Irregularities Code of Practice](#), the [Digital Technologies Computer Use Regulations](#), and the [University's Code of Practice on Freedom of Speech](#).

## The Students' Union will:

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- 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 personal development and future employment.
- offer [representation](#), [advice](#) and guidance to our members.
- encourage healthy communities through [societies](#), which reduce isolation, increase confidence and engagement, 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.