University of Liverpool Student Charter

Our Partnership in Learning

Life changing, world shaping

The University of Liverpool is a member of the Russell Group of leading research institutions in the UK, and is ranked within the top 1% of higher education institutions worldwide.

To maintain our status as a global frontrunner, leading excellence in research, learning and teaching, we must work together. All members of the University community – students, alumni and staff – share responsibility for the continued success of the institution and its students.

The purpose of the Student Charter is to set out our partnership in learning. Jointly created by the University and the Liverpool Guild of Students, it represents our shared commitment to the values of the University and to develop and maintain a stimulating, diverse and supportive environment that is conducive to learning.

This Charter encourages the commitment of all staff and students to their rights and responsibilities, and lays out the basis on which our partnership works. By undertaking the responsibilities within the Student Charter we can all contribute to, and take pride in, the ongoing development of a vibrant university community.

University of Liverpool will provide:

- A supportive, inclusive and stimulating research-led learning environment that empowers students to reach their full potential and respects the diverse needs of all students;
- High quality learning experiences that are informed by good practice in learning and teaching and the research excellence and professional practice of our staff;
- Access to activities that will enhance employability, professional excellence and personal intellectual development;
- Support for student participation in programme management and the life of the University including election of representatives;
- Access to advice on health and welfare; accommodation, finance and careers;
- Clearly defined access to the learning environment, including facilities and services that will enable students to succeed in their studies.

University of Liverpool will provide students with the following information:

- Details of their programme and module content;
- Clear deadlines for all assessments and timeframes for feedback on submitted work;
- The name of their Academic Adviser, who is their first point of contact for support;
- Policies and procedures including programme and assessment regulations, appeals and complaints procedures;
- Appropriate notice of changes to content, rescheduling and changes to timetable;
• Programme fees, payment deadlines and estimates of necessary additional costs.

**STUDENTS UNDERTAKE TO:**

• Take responsibility for managing their own learning and development, seeking advice and support as required; spending sufficient, regular time in private study and participating in timetabled sessions and in group learning activities;
• Maintain and protect an environment conducive to learning and in keeping with the values of the University of Liverpool;
• Engage with the educational, social and cultural life of the University;
• Obtain agreement from their Department or School for any essential absences as far in advance as possible;
• Maintain the highest standards of academic integrity in all aspects of work and assessment;
• Provide constructive feedback on their experience and participate in mechanisms that will lead to improvements in the quality of learning and teaching;
• Treat all University property and facilities with care and respect;
• Make prompt payment of charges made by the University.

**THE GUILD OF STUDENTS UNDERTAKES TO:**

• Provide an inclusive environment and be membership led with the interests of students at the core of all decisions;
• Maintain a constructive relationship with the University of Liverpool, inputting into decisions that affect students;
• Further the interests of University of Liverpool students at both a local and national level through lobbying, campaigning, representation and policy formation;
• Make available support and advice for the election and training of student representatives;
• Provide individual, independent advice and representation on University procedures and issues relating to the student experience, as well as an efficient signposting service;
• Work in partnership with external individuals and organisations for the benefit of its members;
• Provide and support a range of activities, including student led societies and volunteering opportunities, to enhance personal and professional development;
• Support and encourage a positive relationship between students and the local community;
• Operate in a socially, ethically and environmentally responsible manner.