Our Student Charter
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Our Student Charter outlines what students can expect from Cardiff University and its Students’ Union and the role that students have in making the most of their time with us.

“The student experience at Cardiff University relies on a successful partnership between the University, the Students’ Union and our students. At Cardiff you are studying in a successful, vibrant, multicultural university, set in the capital city of Wales. There is a strong community that is inclusive, supportive and caring, and that celebrates its diversity. Our inspiring and enriching environment offers you a wide range of educational, social, cultural and sporting experiences to motivate, challenge and support you to succeed. Our Student Charter represents our shared commitments to ensure you are able to make the most of your time with us and achieve your full potential. We hope you will embrace all of the opportunities available to you during your time with us.”

Students’ Union President, Hollie Cooke and your Vice-Chancellor, Professor Colin Riordan

The Cardiff University student experience is characterised by:

### An inspiring and enriching learning environment

The University provides an education that seeks to excite, motivate, challenge, and support students. In order to achieve this the University ensures that our programmes enable students to engage actively in their learning, and benefit from our inspirational research culture. This requires students to be committed and enthusiastic. Our teaching supports our students to become independent learners. Our academic Schools provide students with regular, timely and useful feedback on their studies in order to help further develop their learning. Students are expected to make the most of feedback and learning opportunities to develop their knowledge and skills.

### A caring and supportive community

We will work with students to personalise their learning journey, supporting the well-being and safety of students according to their individual needs. The University provides high-quality academic, administrative and pastoral support. Students have access to a wide range of University and Students’ Union services to support student life. We will ensure that students are aware of these services, and encourage students to make use of all the support available, if the need arises, at the earliest opportunity.

### An inclusive and diverse community

We welcome and support students from a wide range of backgrounds and from all around the world. Our students are international and form a dynamic global community. Our students can expect to be welcomed and helped to adapt to University life, and in return students are expected to promote a welcoming environment for all.

### Staff and students working in partnership

Students work in partnership with the University and the Students’ Union to strengthen their educational experience, engage in the pursuit of knowledge and build their confidence as learners. The University will listen actively to the student voice in order to inform future planning, create a learning environment that meets our students’ expectations and to help shape the wider student experience. Our students will provide feedback on what the University is doing well and where we can make further improvements to support the student journey. The Students’ Union works to represent the student voice to the University by engaging students in democratic processes and recognising recurring trends in student feedback.
A community that celebrates Welsh language and culture

We are proud to be a Welsh University, and provide all our students with opportunities to engage with Welsh culture. We are committed to providing an environment that promotes and facilitates the use of the Welsh language. We work in partnership with the Coleg Cymraeg Cenedlaethol to ensure our Welsh medium provision meets students’ needs. Our Welsh for All programme enables all students to gain and develop Welsh language skills. We expect all our students to demonstrate respect for the equal status of the Welsh and English languages in public life in Wales.

Equality, inclusivity and dignity in all of our activities

We value and are committed to equality, diversity and inclusivity. We expect staff and students to behave appropriately as individuals and in groups, treating each other and our local community with dignity, courtesy and respect, accepting their responsibilities to each other at all times. We provide an environment where students feel confident to inform us if their University experience is adversely affected by the behaviour of fellow students or staff. Students are expected to contribute to a positive campus community by taking responsibility to learn about and be supportive of each other.

A focus on employability and global citizenship

We provide opportunities for students to develop qualities that equip them to succeed in a global employment arena and to make a real difference in the world. We support students to develop skills and to learn in contexts that engage them with real-world concerns within Cardiff, Wales and the wider-world. We support students to recognise the skills they are developing so that they can articulate and record these appropriately.

Openness and honesty in our communications with students

Our students can expect the University to communicate with them in an honest, open and timely manner. Our communications will be accurate and clear. Concerns will be dealt with sensitively and professionally. We will communicate programme, module and assessment information clearly to students. If, in exceptional circumstances, we are unable to deliver what we have advertised, or where reasonable changes will enable the delivery of an equivalent or better quality educational experience, we will consult students about changes, working in partnership to ensure students’ interests are protected. The University will make it clear to students where additional costs may be required to fulfil their course. In return, we ask that students inform us promptly of any changes to their circumstances. Tuition fees (and where necessary, bench fees for postgraduate research students) cover all essential costs of a programme. Students may be required to cover additional costs for non-essential elements of the programme and should also budget appropriately to meet the cost of optional personal expenditure associated with their studies, e.g. a laptop, general stationery, discretionary copying/printing.

If you feel that the University is not meeting your expectations, search the internet for ‘student charter’ for a guide to the next steps you should take.