

# Our Student Charter:

## Your rights and responsibilities

**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 part of a successful, vibrant and multicultural university. 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. Your voice is important to us and we listen and act on your views, working in partnership to make improvements to your student experience.

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, Fadhila Al Dhahouri  
and Vice-Chancellor, Professor Colin Riordan**

We commit to making the student experience the best it can be through:

### Creating an inspiring learning environment

**The University provides an education that seeks to excite, motivate, challenge, and support students.** Programmes of study are designed to enable students to engage actively in their learning, and benefit from our inspirational research culture. Teaching supports our students to become independent learners which requires commitment and enthusiasm. Physical, social and virtual learning spaces are well designed and continuously improved.

The University helps students learn by providing regular, timely and useful feedback to further develop their knowledge and skills.

### 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 listens to the student voice to create a learning environment that meets our students' expectations, and help shape the wider student experience. Our students have access to a range of opportunities to share their views and opinions on what the University is doing well and what it can do better.

The University informs students of the changes made based on their feedback in a variety of ways, including:

- Student-Staff Panels
- *Student News*
- and other channels, including the student app, the student intranet and Learning Central.

The Students' Union works to represent the student voice to the University by engaging students in democratic processes and identifying recurrent trends in student feedback.

Our partnership enables us to have a shared understanding of issues and to work together to improve the student experience.

## Supporting our students

**We work with students to personalise their learning journey, supporting the wellbeing and safety of students according to their individual needs.** Students have access to a wide range of services to support student life, e.g. Student Support and Wellbeing; Students' Union societies; the Chaplaincy. We encourage students to make use of all the support available, if needed, at the earliest opportunity.

## Celebrating Welsh language and culture

**We are proud to be a Welsh University at the heart of our capital city. We encourage all our students to engage with Welsh cultural events such as the National Eisteddfod.**

We are committed to providing an environment that promotes and facilitates the use of the Welsh language. We expect all our students to demonstrate respect for the equal status of the Welsh and English languages in public life in Wales. The University's Welsh for All programme enables all students to gain and develop Welsh language skills.

We work in partnership with the Coleg Cymraeg Cenedlaethol to deliver a sustainable portfolio of Welsh-medium educational provision and to meet the needs of our Welsh-speaking students. All our students can have a Welsh-speaking Personal Tutor and can undertake assessments and examinations in Welsh.

The Students' Union has the Undeb Myfyrwyr Cymraeg Caerdydd, which is responsible for representing Welsh speakers, learners, and anyone who is interested in the Welsh language and culture during their time at Cardiff University.

## Valuing equality, diversity and inclusivity

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

Staff and students are expected to behave appropriately, both individually and in groups, treating each other and our local community with dignity, courtesy and respect. We expect everyone to accept their responsibilities to each other at all times. This includes time spent on placement and taking part in sporting or other extracurricular activities. 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 culture by taking responsibility for learning about and being supportive of each other, and informing us of any issues.

## Focusing on employability and global citizenship

**We provide opportunities and support for students to develop qualities that equip them to succeed in a global employment arena and to make a real difference in the world.** Students are encouraged to enhance their skills by taking advantage of the opportunities provided, either as part of a programme of study or as an extracurricular activity. This includes through international study and placements, and by participating in extracurricular activities through clubs, societies and volunteering opportunities.

The University encourages students to engage with real-world concerns within Cardiff, Wales and internationally. We support students to recognise the skills they are developing so that they can articulate and record these appropriately.

## Being open and honest in our communications

**Our students can expect the University to communicate with them in an honest, open, accurate and timely way, and to deal with any concerns raised in a sensitive and professional manner.**

The University communicates programme, module and assessment information clearly to students. If, in exceptional circumstances, it is unable to deliver what has been advertised, or where reasonable changes will enable the delivery of an equivalent or better quality educational experience, it will consult students about changes, working in partnership with the Students' Union to ensure students' interests are protected.

The University makes 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 are required to tell the University when there are extenuating circumstances that may impact on their studies so that it can provide the necessary support. In order to be well informed, students are expected to pay attention to University communication.

We work together to give our students the best possible experience at Cardiff University. If your experience fails to meet your expectations, we have established processes to deal with your concerns. Support is available through Student Support and Wellbeing and the Students' Union advice services.