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.

“A positive 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 celebrated, vibrant and multicultural university. There is a strong community that is inclusive, supportive and caring, one 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 so 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 and make memories that will last a lifetime.”

Students’ Union President, Jackie Yip and Vice-Chancellor, Professor Colin Riordan

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

**Working in partnership**

Students work in partnership with the University and the Students’ Union to strengthen their student experience.

The University listens to and responds 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 and the Students’ Union inform students of the changes made based on their feedback in a variety of ways, including: Student Academic Rep System (which includes student-staff panels), student news (via email and student intranet), the student voice campaign, and other channels, including the student app, the student intranet, and Learning Central.

The Students’ Union represents the student voice to the University by engaging students in democratic processes and campaigns, listening to the student voice and identifying recurrent trends in student feedback. On an annual basis, the Students’ Union produces a Student Written Submission identifying trends for further improvements to the student experience. Partnership Projects are established each academic session in response to the Student Written Submission. These projects are jointly led by students and staff, monitored by the Student Written Submission Steering Group and reported regularly to University Council.

**Creating an inspiring learning environment**

The University provides an education that seeks to excite, motivate, challenge, and support students.

The programmes of study are designed to enable students to engage actively in their learning, become part of the University’s learning community, and benefit from our excellent research culture. The teaching supports our students to become...
independent learners who are enthusiastic and committed to their studies. The University’s physical, social and virtual learning spaces are designed in partnership with our students.

The University supports student learning by providing regular, timely (no more than 20 working days for coursework), and useful feedback to develop their knowledge and skills.

Throughout students’ time with us their interests are protected; e.g. in cases where programmes/modules are discontinued, there are processes in place to protect the student experience. Our discontinuation process takes into consideration a range of factors to protect the student experience including a detailed ‘teach out’ plan. A communication plan is developed for current students, students on interruption of study, or students repealing modules to ensure that they are aware of all developments in a timely manner.

Supporting our students

We work with our students to personalise their learning and support them during their studies.

We are committed to a safe and mentally healthy learning, working and living environment where every member of the University community can thrive. The University is working with partners to adopt a whole institution approach to mental health in line with sector best practice. This is based on the Universities UK #StepChange framework.

Students have access to a range of services to support and enhance student life. These exist primarily to remove barriers to learning, ensure students can achieve to the best of their academic ability, and to ensure we all live and work in a safe, inclusive community. This includes services to support: wellbeing, the development of academic skills, finances, and settling into Cardiff. The Students’ Union has seven full-time elected officers and ten campaign officers to represent the students’ needs and interests.

We seek to ensure that positive mental health and wellbeing are an integral part of everything that we do. Working in partnership with our staff, students, and the wider community is central to laying the foundation for lifelong positive mental health and creating a mentally healthy University.

We encourage students to make use of all the support available, if needed, at the earliest opportunity.

We are committed to addressing student suicide and are working with partners to become a Suicide-Safer University using the Suicide-Safer Universities frameworks.

We recognise that from time to time things can go wrong and students may need to make a complaint to the University. We take all complaints very seriously. The Student Complaints Procedure may be used by Cardiff University students or former students (up until 28 calendar days of their formal leaving date or graduation date). Students may submit a complaint where they feel they have suffered a detriment, dissatisfaction, or disadvantage. Throughout this process students can seek help and guidance from the Students’ Unions independent Student Advice service. Students may also make a complaint to the Office of the Independent Adjudicator, if they are not satisfied with the outcome of the University’s process.

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 culture, including events such as the National Eisteddfod, Tafwyl, Diwrod Shw’mae Su’mae, Swn festival.

We are committed to providing an environment that promotes and facilitates the use of the Welsh language. Students can find information on opportunities to study through the medium of Welsh on the Coleg Cymraeg branch web pages. We aim to continue to raise awareness of the Welsh language and culture amongst all our students, and expect that our students 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 have a branch of the Coleg Cymraeg Cenedlaethol within the University and we work in partnership with the Coleg Cymraeg to develop and deliver a sustainable portfolio of Welsh-medium educational provision and to meet the needs of our Welsh-speaking students and future employers.

The University is committed to the Welsh Language Standards and provides a Welsh-speaking Personal Tutor for students and ensures that those who wish to do so can undertake assessments and examinations in Welsh.

The Undeb Myfyrwyr Cymraeg Caerdydd, (UMCC) is a Union within the Students’ Union which is responsible for representing Welsh speakers, learners, and all those interested in 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, forming a diverse global community.

Our students can expect to be welcomed and helped to adapt to University life, and in return are expected to contribute to 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 and resources with dignity, courtesy, and respect. We expect everyone to accept their responsibilities to each other at all times and work together to ensure all students can live and study free from discrimination and harassment. This includes time spent on placement, taking part in sporting or other extracurricular activities, and time spent on social media. 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.

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The University promotes a climate of equal opportunity for all students, and is committed to meeting its statutory responsibilities regarding equality, diversity, safeguarding, and protected characteristics. Meanwhile, we encourage students to contribute to a positive campus culture by taking responsibility for learning about one another, being supportive of each other, and informing the University of any issues.

If you have any questions about the Student Charter, please contact studentengagement@cardiff.ac.uk or SUPresident@cardiff.ac.uk
Focusing on employability and global citizenship

We provide opportunities and support for students to develop qualities that equip them to succeed as global citizens 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 international study and placements, both as part of their course and in addition to their course. This can be during the academic year or in the summer recess, and by participating in extracurricular activities, such as the Student Mentor Scheme, the Athletic Union, the Guild of Societies, Skills Hub, Volunteering, Student Representation, Skills Development Service, Enterprise, Student Senate and Jobshop.

The University encourages students to engage with real-world concerns within Cardiff, Wales and internationally. We seek to provide our students with opportunities to develop skills for the future and the attributes to become effective, engaged global citizens. We support students to recognise the skills they are developing so that they can articulate and record these appropriately. Some examples of these are featured on the Higher Education Achievement Report (HEAR).

Being open and honest in our communications

Our students can expect the University to communicate with them in an honest, open, accurate and timely manner, and to deal sensitively and professionally with any concerns.

The University communicates programme, module and assessment information clearly to students and it adheres to consumer protection law, as set out by the Competition and Markets Authority.

The University makes it clear to applicants where additional costs may be required to fulfil their course. Additional costs are stated on the University course finder pages under the tuition fees section and are also specified to applicants in their PDF offer letter.

Students are required to tell the University when there are extenuating circumstances that may impact on their studies, so that it can provide support and help where necessary. In order to be well informed, students are expected to pay attention to University communication; in particular to newsletters, emails and relevant web pages.

If, in exceptional circumstances (such as during a University closure due to snow or a period of industrial action), the University is unable to deliver what has been advertised it will seek to minimise the impact on the student learning experience, by ensuring appropriate adjustments are made to programme delivery and assessment. In such circumstances the University will ensure there is timely and clear communication. This is clearly stated in the Academic Regulations under its Variation of Arrangements section. The University’s Academic Regulations are reviewed throughout the year, and changes communicated to students via the intranet and other channels.

Email is one of the core ways we communicate with students. Students should check their @cardiff.ac.uk email address regularly.

We work together to give our students the best possible experience at Cardiff University. If a students’ experience fails to meet their expectations, we have established processes to deal with students concerns. Support is available from the University’s Student Support and Wellbeing service and also through the Students’ Union Student Advice Service, which is a free, impartial service independent from the University.

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