

# St. George's, University of London Student Charter



The aims of the Student Charter are to:

- **Demonstrate the University's commitment to students in providing a high-quality environment where research, teaching, learning and personal development flourish;**
- **Set out the general principles of the partnership between students and the University;**
- **Reinforce St George's Mission, Vision and Core Values, set out in the Strategic Plan 2017-22.**

The Charter sets out what is expected of students and of the University, respectively. St George's aims to nurture and sustain a passion for learning that will support an entire career. Therefore, the Student Charter incorporates the University's core values as set out in the Strategic Plan 2017-22: Commitment, Openness, Respect and Engagement. These values define St George's distinctive community, guide our behaviours and shape our culture.

The Charter is supported by policies, procedures and regulations, available via the St George's website.

## Your learning experience

**Together**, we will:

- Commit to working effectively and with dedication to perform to the highest standards, strengthening the quality of the student learning experience.

**As a student**, I will:

- Study diligently, attend and engage with teaching sessions as required and submit work on time.
- Engage with learning and support services if any difficulties that arise impact upon studies.
- Adhere to the assessment timetable and abide by assessment regulations.
- Comply with the general St George's, and programme-specific, attendance and engagement requirements and notify the relevant academic or administrative staff and, where appropriate, individual lecturers if I am absent during term-time.
- Maintain financial good standing, comply with the Tuition Fee Policy and budget effectively.

**As a University**, we will:

- Offer outstanding teaching and academic guidance to prepare graduates well for their future careers.
- Collaborate with students in the planning and operation of teaching programmes.
- Use a variety of methods, including on campus and online, personal, group, formal and informal, to deliver academic information and feedback that is informative, timely and useful.
- Deliver appropriate supervisory support and research training for postgraduate research students.
- Provide a variety of generalist and specialist learning and support services, personal and skills development opportunities and a personal tutor for every undergraduate student.
- Provide a range of student financial support for eligible students

## **Your personal, academic and professional development**

**Together**, we will:

- Develop the learning opportunities on offer at St George's, in order to empower our people to contribute to, influence and improve society and communities.

**As a student**, I will:

- Engage as an independent learner and take responsibility for achieving my full potential.
- Consider the opportunities for academic and other development provided by the extra-curricular activities at St George's, University of London.
- Behave in a professional manner in my studies and when on placement in accordance with the expectations of the relevant regulatory body for my subject and St George's regulations.

**As a University**, we will:

- Ensure programmes remain professionally accredited and that this accreditation is applied to all students who complete their programmes.
- Provide specialist educational and careers guidance and careers tutors to ensure that employability, and career support, is embedded into the curriculum.
- Make recreational, social, volunteering, cultural and sporting facilities available through, and in partnership and collaboration with, the Students' Union.

## **Communicating with each other**

**Together**, we will:

- Listen and treat each other fairly and honestly. We will communicate openly and transparently.

**As a student**, I will:

- Provide appropriate and truthful information in all my dealings with St George's.
- Contribute to the development of St George's by providing feedback on teaching and the curriculum, and by participating, where appropriate, in St George's decision-making processes.
- Ensure that I read and respond to reasonable requests and communications from university and clinical staff promptly.
- Engage with the Students' Union to ensure that I am represented during my time at St George's.

**As a University**, we will:

- Deliver full, accurate and timely information about the University's activities, procedures and regulations.
- Provide full, accurate and timely programme-related information (including timetables, academic programme materials and information about assessments) to enable students to complete their programmes of study.
- Ensure timely responses to students' concerns and queries.
- Provide opportunities for students to feedback on the quality of the learning experience to the University.
- Develop and maintain fair and efficient complaints procedures.

## **The learning environment at St George's**

### **Together, we will:**

- Work to create and maintain a learning environment that allows students and staff to study and work to their full potential.

### **As a student, I will:**

- Abide by the rules governing use of facilities such as teaching rooms, laboratories, the library and IT services, as well as the rules of the Students' Union and the hospital site which the university shares.
- Treat the property of the University, Students' Union and all clinical settings with respect.
- Comply with the licence agreement and fee policies relating to the Halls of Residence.

### **As a University we will:**

- Continue to invest in a high-quality physical and virtual infrastructure.
- Maintain and develop a Students' Union that independently represents the interests of students without interference from the University. In turn, the Students' Union is responsible for holding fair and representative elections, managing its commercial outlets, supporting a range of societies, arranging external speakers and providing opportunities for staff and students to volunteer.
- Provide a suitable learning environment which facilitates a blend of onsite and online delivery and includes high-spec physical teaching spaces that are fit for purpose and in accordance with Health and Safety requirements.
- Provide a suitable studying environment, including a multi-disciplinary library with a wide range of physical and electronic texts and silent and group study spaces.
- Ensure the availability of a range of learning resources, including PCs, laptops, printers and wireless internet access, and support for students in using these resources.
- Maintain a dedicated Graduate Centre providing academic, networking and social opportunities for postgraduate students.
- Ensure affordable accommodation in a Hall of Residence.
- Provide private sector accommodation assistance for all students for the local area.

## **Respecting and valuing each other**

### **Together, we will:**

- Shape an inclusive environment in which diversity is valued. We will be responsible and accountable for our choices and decisions.

### **As a student I will:**

- Comply with all St George's regulations in relation to students and the SU constitution.
- Show respect for all staff, fellow students, clients and visitors to St George's.
- Comply with the health, disciplinary and fitness to practise requirements of St George's that are relevant to a student's programme.

### **As a University, we will:**

- Support students mental health and welfare by maintaining a multi-faceted network of services including a Counselling Service and an Occupational Health Service.
- Provide a space for expression of beliefs and a venue for quiet contemplation and spiritual development.
- Make reasonable adjustments to teaching provision, learning resources and facilities or the conduct of assessments to ensure that learning opportunities and services are accessible and inclusive.
- Promote good campus relations.

## Some Key Documents which support the Charter

The Strategic Plan 2017 – 22:

<https://www.sgul.ac.uk/about/vision-mission-and-strategy/strategy-2017-2022>

General Regulations for Students and Programmes of Study

<https://www.sgul.ac.uk/about/governance/policies>

Programme Specifications

<https://www.sgul.ac.uk/about/our-professional-services/quality-and-partnerships-directorate/quality-assurance-at-st-georges/programme-specifications>

Programme Regulations

<https://www.sgul.ac.uk/for-students/your-academic-life/exams>

Schemes of Assessment

<https://www.sgul.ac.uk/for-students/your-academic-life/exams>

Student Support information

<https://www.sgul.ac.uk/for-students/student-support>

Student complaints and appeals procedures

<https://www.sgul.ac.uk/for-students/your-academic-life/student-conduct-and-compliance>

Tuition fee payment guidelines

<https://www.sgul.ac.uk/for-students/student-support/student-finance-and-funding/tuition-fees>

Student accommodation information

<https://www.sgul.ac.uk/study/life-at-st-georges/accommodation>