



Nottingham Trent  
University

# Nottingham Trent University

# Student Charter

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As a student attending Nottingham Trent University (NTU), your expectations will, quite rightly, be as high as your ambitions. This Charter sets out how the University is committed to delivering a high-quality student experience that meets - and hopefully exceeds - your expectations, while enabling you to realise your ambitions.

In pursuing its strategic ambitions to create opportunity, value ideas, enrich society, connect globally, empower people, and embrace sustainability, NTU has earned a reputation for innovative learning and teaching. We also deliver a great student experience, including award-winning support services, a diverse but close-knit student community, outstanding graduate employability, excellent facilities, world-class excellence in research, and being the most environmentally responsible university in the UK.

We are proud to be an inclusive, diverse, and progressive University. We know that for students to flourish and succeed they need to feel part of a tolerant and safe community. We are delighted to welcome you into our shared NTU community, a global family made up of 40,000 students and 4,500 members of staff from over 160 countries. At NTU, we believe in respect and equality. In joining, you will show the same intelligence and integrity that got you here. We do not accept racism, direct or indirect discrimination, harassment, hate or sexual misconduct at NTU. We want you to “Do the right thing”, have the conviction to stand up for what is right and have the courage to challenge what is wrong. We continue to invest and develop clear and supportive systems for reporting, investigating, and acting when issues do arise. We have achieved the Race Equality Charter Bronze Award and were among the first universities to sign up to the Mental Health Charter. Our work on [sexual violence](#) and our [Staff and Student Personal Relationships](#) policy are underpinned by our [Report + Support platform](#). We will continue to develop and train our staff to ensure that you are fully supported.

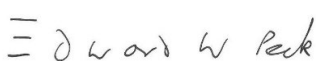
We can all, collectively and individually, play our part in creating a supportive, inclusive, and vibrant learning community that enables discovery, drive, and innovation. All our achievements are based on strong teamwork, mutual trust, and a shared vision. This spirit of partnership has underpinned the development of our Student Charter. It is the product of the strong working relationship between the University and the Students' Union. It was initially drawn up following consultation across the institution and is informed by regular feedback from both staff and students working together. The University commits to continue to communicate any changes to you and regularly review these in consultation and partnership with the Students' Union.

We want you to make the most of your experience at NTU and in Nottingham, to be bold and try new things, and connect with a diverse range of students and colleagues. Your success will need academic talent, curiosity, and engagement inside and outside your academic studies. You can expect support and guidance from your school and the wider university. If you find you need our help with your course or life, and most will at some stage, just let us know and we will do all we can to ensure that you can access intellectual, emotional, and financial support. We will also provide you with opportunities to get involved with university life beyond your studies, such as being a course rep, with your course societies, the students' union, sport, music, and volunteering, or with whatever catches your imagination if you so desire.

We welcome, listen, and respond to the views of our students. We will continue to undertake reviews of how we are honouring those commitments made here so that we can continue to add real value to your experience. In turn, the Charter captures what we expect of you as a student. It outlines your own responsibilities and obligations, as well as your rights. We hope that it will serve as a valuable reference point at all stages of your university education.

The Charter embodies the principles that will help make your time at NTU even more productive, worthwhile, and enjoyable, whilst providing you with the skills, knowledge, and resilience to play the positive role in society that you envisage for yourself.

**Professor Edward Peck**  
Vice-Chancellor



**Anna O'Hara**  
NTSU President 2023/24



## NTU will:

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- treat students and colleagues [equally and respectfully](#), in the spirit of [equality and diversity](#), and creating an inclusive university community
- ensure a safe, secure, and accessible environment, on campus and online, in accordance with Health and Safety standards and [safeguarding](#) responsibilities
- ensure [sustainability](#) is integrated into teaching, research and how we operate, as well as providing sustainable campuses with green spaces to enjoy, as befitting one of the country's most sustainable universities.
- ensure that all personal data provided by students or received from third parties are managed in accordance with [Data Protection](#) regulations.
- provide a safe and productive learning community in which both staff and students will have the opportunity to develop their career ambitions and fulfil their potential.
- provide an enhanced student experience through continued investment in our educational learning environment and resources.
- provide excellent standards of teaching and assessment, which are inclusive and accessible to all.
- provide high quality digital and learning resources.
- provide support, advice and guidance for students, and regular continuing professional development for its staff.
- provide dedicated employability and enterprise support to help students find and arrange work-like experience, alongside a range of activities to enhance employability, including projects, volunteering, enterprise opportunities and international or language programmes.
- provide access to a range of services that support learning, engagement, progression, and attainment.
- provide access to a variety of extra-curricular activities, sports clubs, and societies to enhance your student experience.
- provide effective and regular communication to keep you informed about your course, services, and the university experience.
- provide course information which details, for example, key contacts, assessment criteria, teaching, directed learning, and mode of delivery.
- provide clear deadlines for assignments and timeframes for the provision of quality feedback on submitted work. Apart from final year dissertations and some project work, you can expect to receive clear and constructive feedback to support your learning within three weeks.
- provide [scheduled tutorial opportunities](#) to meet with your personal tutor (in person or online).

- provide an induction to help familiarise you with your learning environment, provide opportunities to talk to other students, and an introduction to your studies, available resources, and key people.
- provide an environment in which your privacy and personal autonomy are respected.
- Provide an environment in which [academic freedom and freedom of speech](#) are respected.
- provide you with clear information on course tuition fees, any associated mandatory course costs (such as essential personal equipment) and an indication of costs for optional items in advance of enrolment. We will also provide specific detailed information about payment deadlines and options at the point of enrolment.
- create varied opportunities for you to engage in providing feedback regarding your academic courses and services.
- give you notice of changes to timetables (in person or online) in reasonable time, through appropriate routes.
- to receive information detailing assessment arrangements and regulations, academic guidance and support, and clear information on [academic appeals and complaints procedures](#).

## As a student you will:

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- behave responsibly, as a member of our shared NTU community, treating staff and your fellow students with dignity and respect, and following the [Student Code of Behaviour](#).
- respect the physical and online environment of the University, including learning, social and living accommodation, and behave respectfully towards our neighbours as a responsible and active member of the local community.
- commit to the terms and conditions of being an NTU student and your obligations regarding fees and payments.
- keep all your [contact details](#), including your emergency contacts, up to date and disclose, any change to your personal situation that impacts on learning.
- respond as soon as possible to communications from the university relating to enrolment, attendance, progression, and graduation.
- take responsibility for managing your own learning, participate in induction and tutorials, actively engage in your course and all timetabled and time bound sessions and actively respond to feedback received.
- submit all assessments by the agreed deadline and ensure that you have read, and understood, the [Academic Irregularities Code of Practice](#).
- inform the university about any barriers that may impact on your learning including any absence, disability, health reason or [exceptional circumstance](#) which may require adjustments to ensure you can access your course.
- provide feedback through [student academic representatives](#) and module and course evaluations, which aim for improvements in the quality of learning and teaching.

- provide constructive feedback to the Students' Union to help improve the overall student experience.
- familiarise yourself and comply with the University's policies and regulations, including the [Digital Technologies Computer Use Regulations](#).
- familiarise yourself and comply with the [University's Code of Practice on Freedom of Speech](#).

## The Students' Union will:

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- advocate for the best educational experience for you by [enhancing the quality of teaching and learning](#), supporting educational transitions and embedding good practices for your future employment.
- offer [representation](#), [advice](#) and guidance to our members.
- encourage healthy communities through [student groups](#), which reduce isolation and encourage mutual respect between students and their communities.
- represent and celebrate our diverse membership by leading the conversation on Equality, Diversity and Inclusion.
- be [a well governed organisation](#) keeping [representation](#) and student-led decision-making at the heart of all its activities whilst maintaining relationships with key stakeholders.