



UNIVERSITY  
CENTRE  
WESTON

# Student Charter



# Welcome



“University Centre Weston is committed to providing an outstanding teaching and learning experience, supported by excellent academic, administrative and pastoral support services. UCW aims to ensure you get the best out of your university experience and seeks to continually improve the quality of its provision. We encourage students to be active participants in shaping their learning experience and take deliberate steps to engage all of our students in the assurance and enhancement of their educational experience. We are proud of the opportunities we offer to students and those who engage with these have seen success. Our results regularly exceed national benchmarks – 22% of students achieve First Class Honours Degrees and 93% of graduates are in further study or employment within a short period of graduating.”

**Dr. Paul Phillips OBE PhD. D.Lit Ed.D**  
**Chief Executive and Principal**  
Weston College Group

# to UCW



“University Centre Weston provides an outstanding university-level learning experience which takes place in a culture of support, academic rigour and scholarship in a stimulating environment. A university-level experience at UCW reflects the aspiration of excellence, and is embodied by our mission statement: “to deliver an outstanding higher education experience, enabling success and inspiring ambition”. This Student Charter is not meant to be a legally-binding document; it is a statement of joint intent, collaboration and partnership. It outlines our shared responsibilities and expectations, which in turn help to shape the culture of achievement that UCW and our students wish to encourage.”

**Anthony Murray**  
**Vice Principal for Higher Education**  
Weston College Group

# What you can expect from UCW

- **We will** deliver high-quality teaching and effective management of your learning, and our education provision will be subjected to independent review and inspection.
- **We will** provide appropriate and flexible learning resources and facilities that are fit for purpose.
- **We will** appoint an academic member of staff to act as your personal tutor, and you will have a minimum of three one-to-one tutorials with them every year that you are enrolled at UCW.
- **We will** give you access to a virtual learning environment and your programme handbook, which will include up-to-date and accurate information about your course and assessments.



- **We will** publish an accurate timetable prior to your course starting and give you fair notice before making any changes to either your timetable or course.
- **We will** conduct assessments with due regard for the QAA Quality Code, and ensure you receive timely feedback that is constructive and enhances your learning.
- **We will** encourage you to feed back on the quality of your programme and comment on your overall experience at UCW, and then communicate any outcomes with you.
- **We will** organise a range of sporting, social, cultural and extra-curricular activities throughout the year for all students who wish to take part.
- **We will** make available a Careers Coaching Service dedicated to Higher Education students to help you explore your post-university options and plot your path through the world of work.



# What UCW expects from you

- **To** take responsibility for your own learning.
- **To** actively engage with your course by attending and participating in all taught sessions, completing the work assigned to you and carrying out any related work placements.
- **To** submit work for assessment within the published deadlines.
- **To** respect the physical environment, staff members, fellow students and our neighbours.
- **To** share your ideas and comments about your programme and overall experience with us by providing feedback through induction questionnaires, module evaluations and the National Student Survey, or by becoming a Student Representative and attending Staff Student Liaising Committees and Student Forums.
- **To** familiarise yourself with the Weston College Group's regulations, policies and procedures and comply with these at all times.
- **To** make prompt payment of any charges made by UCW.



# How can we help?



“UCW’s Higher Education Academic Registry Team (HEART) want you to reach your potential and also enjoy your time with us along the way! We are your first port of call for support on all pastoral matters, including student finance, careers guidance and accommodation. We can also help you access counselling and mental health support, and can advise you on any course-specific problems, such as mitigating circumstances. HEART will do all we can to help you make the most out of your time with us, but if you feel that UCW is falling below its high standards, we can also inform you about our formal complaints procedure. As your Student Experience and Engagement Officer, I am your representative on the key decision-making bodies at UCW, and will also ensure that your views are heard and actioned upon where appropriate. ”

**David Knapp**  
**Student Experience and Engagement Officer**  
UCW



For further information please contact:

Higher Education Academic Registry Team (HEART)

Room 510  
Knightstone Campus

Room A125  
University Campus

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