

UCW

STUDENT CHARTER



UNIVERSITY
CENTRE
WESTON

WELCOME TO UCW



“University Centre Weston aims to provide an outstanding teaching and learning experience underpinned by excellent academic, administrative and pastoral support services.

I am therefore proud that UCW is a Teaching Excellence Framework Gold institution with the best Higher Education Review outcome in the West of England.

One of the reasons we are so highly regarded is that we encourage students to make the most out of their time with us by engaging with their learning environment and taking advantage of opportunities as they arise.

By doing so, I am sure you too will have every chance of joining the 35% of Honours students at UCW who achieve First Class Degrees, and go on to have a wonderful career.

I look forward to hearing about your achievements in the months and years ahead.”

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



“University Centre Weston promotes a culture of support and academic rigour in a stimulating learning environment.

This is embodied by our mission statement: “to deliver an outstanding higher education experience, enabling success and inspiring ambition”.

Although this Student Charter is not meant to be a legally binding document, it is a firm 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 nurture.

UCW is fully committed to providing holistic support for students, support can be provided by specialist members of HEART and tutors. If we are made aware that a student has a disability, learning difference or mental health condition then this will be shared with relevant colleagues to ensure that effective support can be provided. All information will be treated with sensitivity and only shared with the relevant members of staff.

If at any point we really concerned about a students’ health and wellbeing, to the point where we feel they could be in danger or a harm to themselves, then we would encourage that student to make contact with their declared ‘emergency contact’. If the student is unable to make contact themselves, then HEART may decide to make the contact to ensure the student is safe and can be fully supported.

Welcome to UCW.”

Sadie Skellon
Director of Higher Education
University Centre Weston

WHAT YOU CAN EXPECT FROM UCW

We will:

- **Treat all students equally and respectfully**, in the spirit of equality and diversity, and creating an inclusive learning community.
- **Deliver high-quality teaching** and effective management of your learning, and our education provision will be subjected to independent review and inspection.
- **Provide appropriate and flexible** learning resources and facilities that are fit for purpose.
- **Appoint an academic member of staff to act as your personal tutor**, and you will have a minimum of three formal one-to-one tutorials with them every year that you are enrolled at UCW.
- **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.
- **Publish an accurate timetable prior to your course starting** and give you fair notice before making any changes to either your timetable or course.
- **Conduct assessments with due regard for the required quality standards of UK higher education**, and ensure you receive timely feedback that is constructive and enhances your learning.
- **Encourage you to evaluate the quality of your programme** and comment on your overall experience at UCW, and communicate any outcomes with you.
- **Offer a range of professional and support services** to help you in your studies.
- **Make available a Careers 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

We expect you to:

- **Take responsibility** for your own learning.
- **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.
- **Submit work** for assessment within the published deadlines.
- **Respect** the physical environment, staff members, fellow students and our neighbours as a responsible and active member of the local community.
- **Share** your ideas and comments about your course 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 Liaison and Student Representative Committee meetings.
- **Familiarise** yourself with the Weston College Group's regulations, policies and procedures and comply with these at all times.
- **Make prompt payment of any charges** made by UCW.
- **Keep all your contact details**, including your emergency contacts, up to date and disclose any changes to your personal situation that impacts on your learning.
- **Acknowledge** when things are not going so well and seek advice and support through an appropriate service, and encourage fellow students to do the same.



“We are your first port of call for support and can advise on student finance, careers guidance, welfare, accommodation, mental health and wellbeing, and also course-specific issues such as mitigating/personal circumstances.

We 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 complaints procedures.

As your Student Experience Manager, I am your representative on the key decision-making bodies at UCW. I will also ensure that your views are heard and actioned upon where appropriate.”

David Knapp
Student Experience Manager
University Centre Weston

HEART TEAM

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Weston College **Group**



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