



UNIVERSITY OF
PORTSMOUTH



2017

As a student of the University of Portsmouth, you should have high expectations of your time studying with us. Our Charter explains the University's commitment to working in partnership with you to provide a high-quality student experience that exceeds your expectations and enables you to achieve personal success. The University of Portsmouth has a strong reputation for high-quality teaching, outstanding student support and for preparing our students for employment, and is ambitious for academic and personal development that equips you for future success. We are a vibrant and diverse community and continue to invest in a learning environment that helps you study and develop in ways that suit your needs.

We believe that such success is best achieved through working together as partners in a spirit of trust and mutual respect. This spirit of partnership is the basis of our Student Charter and is a result of the strong working relationship between the University and the Students' Union.

The Charter outlines the shared expectations of both you as a student and the University. The Charter will be reviewed regularly, taking into account feedback from students and staff. We welcome your views about your educational experiences and will listen, respond and whenever possible act on your suggestions to improve the quality of our provision. In turn, the Charter outlines what is expected of you as a student, advising on your role in our partnership in terms of both your responsibilities and rights.

We hope this Charter helps you understand the principles on which our successful learning community is founded and enables you to get the best value and enjoyment out of your time as a Portsmouth student.



Professor Graham Galbraith
Vice-Chancellor



James Thompson
President, University of
Portsmouth Students' Union

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OUR COMMITMENT TO YOU

You can expect the University of Portsmouth to:

- Promote an inclusive community that supports equality, diversity, ethical and responsible behaviour.
- Treat students, staff and visitors with respect and dignity.
- Provide a stimulating and challenging learning and research environment with expert teaching staff and professional guidance to help you fulfil your academic potential.
- Provide a personal tutor/supervisor and a range of professional, dedicated advice services including support for students with additional learning needs.
- Provide general and specialist IT and library facilities, an online learning environment and other high-quality learning resources and spaces.
- Provide activities and support that enable you to develop the skills and personal qualities to prepare you for future employment and/or further study.
- Invest in buildings, resources, learning spaces, accommodation, sporting facilities and student services.
- Promote sustainability and reduce our carbon footprint.
- Take reasonable steps to provide a safe and secure environment.
- Adhere to our own rules, regulations and guidelines and comply with relevant external regulations.
- Work with the Students' Union to provide a quality and supportive environment.

YOUR COMMITMENT TO THE UNIVERSITY

In return you are expected to:

- Act as members of an inclusive learning community that supports equality, diversity, ethical and responsible behaviour.
- Treat staff, students and visitors with respect and dignity.
- Attend and engage with all learning and research activities, complete all assessments, submit and collect work on time and take responsibility for your learning.
- Attend meetings with your personal tutor/supervisor and make use of support and guidance services.
- Make good use of the facilities and services available and not engage in behaviour likely to disadvantage or harm others.
- Behave as a member of our community by acting with honesty and integrity, exercising good scholarship and respecting the views of others.
- Be proactive and take advantage of extracurricular activities to develop your employability skills and personal qualities.
- Treat all property, buildings, grounds and equipment within the University, halls of residence and in the local area, with care and respect.
- Behave responsibly and respectfully towards our neighbours and the local community and do nothing that might damage the University's reputation.
- Consider the environment and support the University's green initiatives.
- Consider your own safety and be proactive to ensure the safety of others.
- Adhere to the University's rules and regulations and comply with relevant external regulations.

OUR COMMITMENT TO YOU

We will provide you with:

- Accessible course/unit/research guides that contain key information, assessment criteria, contact hours and how we teach and assess you.
- Information regarding assessment arrangements, deadlines for assignments and time frames for feedback on submitted work.
- Clear, timely, constructive and quality feedback on your work.
- Information on course costs, payment methods and an estimate of any additional costs such as field trips.
- Information about what to do if you are dissatisfied with the University or your course.
- Timely responses to your queries.
- Timetables in advance of the start of the academic year and timely notice of timetable changes.

We value your views and will:

- Provide regular formal and informal opportunities for you to comment on any aspect of your studies and University life.
- Tell you what action we have taken as a consequence of your feedback.
- Support course representatives to undertake their activities.

YOUR COMMITMENT TO THE UNIVERSITY

In response to information provided you are expected to:

- Familiarise yourself with the University's rules and regulations.
- Familiarise yourself with your course/unit information and follow procedures regarding assessment arrangements.
- Review the feedback provided on your work and use it to improve your performance.
- Ensure that you understand your course costs, equip yourself with the necessary resources to undertake your studies and pay all fees on time.
- Use the agreed channels to communicate with, and respond to, your tutor/supervisor or the University within a reasonable time frame.
- Ensure your contact details are correct and up to date.
- Inform your department of any absences due to illness or other exceptional circumstances.

In return you are expected to:

- Provide timely and constructive feedback to us on your studies.
- Familiarise yourself with the work of the Student Staff Consultative Committees and your course representatives.
- Support your course representatives and communicate with them.

UNIVERSITY OF PORTSMOUTH STUDENTS' UNION IS COMMITTED TO

- Promoting equality and diversity whilst making students aware of their rights and encouraging responsible behaviour.
- Creating a positive impact with every student by empowering the student voice, providing life-changing opportunities and making life easier.
- Providing an accessible, democratic decision-making process through which the Union can represent student views.
- Operating in accordance with and promoting the Union's key values of student-led, fun, approachable, effective, positive and innovative.
- Providing support for all students in both academic and non-academic issues.
- Promoting active student engagement in the local community.

The information in this Charter applies to all students taught or supervised at or by the University of Portsmouth.

This Charter is not a legally binding contract and does not create legally binding rights and responsibilities.

STUDENT SUPPORT AND ADVICE SERVICES

Academic skills support

Nuffield Centre

E: academicskills@port.ac.uk

T: 023 9284 3462

Accommodation

Mercantile House

E: student.housing@port.ac.uk

T: 023 9284 3214

Careers, recruitment and student enterprise

Purple Door

E: purpledoor@port.ac.uk

T: 023 9284 2684

Chaplaincy

Nuffield Centre

E: chaplains@port.ac.uk

T: 023 9284 3030

Additional Learning and Disability Advice Centre

Nuffield Centre

E: asdac@port.ac.uk

T: 023 9284 3462

Halls' Student Support Team

Nuffield Centre

E: studentsupportmanagers@port.ac.uk

T: 023 9284 3873

Maths Cafe

Lion Gate

E: mathscafe@port.ac.uk

T: 023 9284 6367

Money (Student Finance)

Nuffield Centre

E: student.finance@port.ac.uk

T: 023 9284 3014

Students' Union Advice Service

Students' Union

W: www.upsu.net/advice

E: advice@upsu.net

T: 023 9284 3478

Wellbeing services, counselling and mental health

Nuffield Centre

E: wellbeing@port.ac.uk

T: 023 9284 3466

Find out more at www.myport.ac.uk.

USEFUL LINKS TO SERVICES AND INFORMATION

Student communication

Email

Please ensure you use your student email @myport.ac.uk.
We will use this email to contact you with important information about your course and University news.

Website

The dedicated website for students is www.port.ac.uk/students.

University of Portsmouth Global

W: www.port.ac.uk/internationalandeustudents
E: international.office@port.ac.uk T: 023 9284 3488

Library

E: elibrary@port.ac.uk T: 023 9284 3228

Sport and Recreation

E: sport@port.ac.uk T: 023 9284 5555

Student IT Support Centre

Next to Students' Union building W: www.port.ac.uk/ithelp
E: servicedesk@port.ac.uk T: 023 9284 7777

Students' Union

Student Centre W: www.upsu.net
E: hello@upsu.net T: 023 9284 3628

Policies

You can access policies relevant to your academic experience from the Document Warehouse at www.port.ac.uk/policies.

You can find the Student Handbook and Student Charter on the student website at www.myport.ac.uk.

