



## CHARTER

**This Charter sets out the key principles underpinning the partnership between the University and the student with the aim of supporting an inclusive approach to the teaching, learning and research experience of the student.**

This Charter outlines what is expected from each partner in this learning community.

## BEFORE THE STUDENT JOINS

### **The University undertakes to:**

- provide updated information on all programmes on offer, application processes, fees and the administrative support and facilities available.
- provide assistance to the potential student in the choice of programme of study.
- keep information on applicants confidential in line with the Data Protection Act (2017) and other relevant legislation in force.

### **The student undertakes to:**

- provide full and accurate information for record and to keep the University informed of any changes.
- inform the University of any disability or any health issues which require special arrangements.

## DURING THE PERIOD OF STUDY

### **The University undertakes to:**

- provide a programme of orientation and induction.
- provide access to the University's policies, regulations and services with updated information about all relevant aspects of teaching, learning and research on the University's website, Notice Boards and any other means of communication.
- provide suitably qualified academic support for teaching, learning and research.



- provide the necessary guidance, counselling, pastoral care services and resources to support student.
- provide a safe and conducive environment for teaching, learning, research and other university related activities.
- provide a range of assessment methods and ensure fair and transparent assessment procedures.
- provide feedback on the student performance.
- provide diverse styles of teaching and learning (online, face to face and blended).
- assist and facilitate work placement learning.
- ensure students have opportunities to provide feedback on the quality of their programme of study and other support services.
- treat any complaints, appeals and disciplinary procedures timely, fairly and in confidentiality.
- ensure the welfare and safety of all students.
- ensure Equal Opportunity to all students (no discrimination on account of gender, age, sex, race, religion, language/linguistic heritage, colour, ethnic origin, nationality, disability, impairment, marital status or family status, sexual orientation, HIV status, pregnancy, or political opinion).

**The student undertakes to:**

- participate in the induction and orientation sessions.
- attend all lectures/tutorials/practical sessions as scheduled.
- familiarize and comply with the University's policies, procedures, rules and regulations in force.
- comply with the University's Safety and Health regulations.
- adapt to the modes of teaching and learning (online, face to face and blended).
- pay the required fees by the published deadlines.



- maintain an ethical code of conduct (dress code, no foul language, no bullying and harassment) on campus and online and comply with the Computer Misuse and Cybercrime Act 2003.
- submit assessments as per deadline and attend to exams as and when required.
- abstain from cheating, plagiarism and any other serious offences.
- be courteous and respectful with other students, staff and any other people both on and off campus.
- make good and proper use of the University's assets and facilities.
- abide to the procedures in place in case of complaints, appeals and disciplinary procedures.
- provide genuine and relevant feedback on the programme of study and other support services.
- participate actively in survey.

## AFTER GRADUATION

### **The University undertakes to:**

- encourage and facilitate students to join the UTM Alumni Network.

### **The student undertakes to:**

- become a member of the UTM Alumni Network and get all updates on the University's developments.
- act as an ambassador for the University, locally and internationally.