

Student Charter 2023 – 2024

Prifysgol Wreccsam
Wrexham University



At Wrexham University (WU) we aim to be a learning community that offers academic challenge and inspirational teaching backed by personal support. We are committed to:

- Creating an academic community which welcomes students from all backgrounds, places students at the heart of what we do and equips them for life, for work and for success.
- Working in partnership with students to understand their needs and drawing upon the creativity, knowledge and commitment of our staff to create excellent learning environments that support students to successful academic outcomes, that drive career success.

Our Student Charter, developed jointly by the University, Students and the Students' Union, is an important part of how we establish and maintain clear mutual expectations for the experience of all undergraduate and postgraduate students. It sets out what we can expect from each other as partners in a learning community regardless of campus, partner institution and mode of study.

Your studies

Working in partnership with students, Wrexham University will ensure a professional, productive and positive learning community in which students have the opportunity to develop their career ambitions and fulfil their academic potential.

As a University we will:

- Deliver appropriately high standards of teaching and assessment, appropriate academic guidance and a flexible, up to date and research-led curriculum.
- Provide a community, enabling students to engage with a wide range of learning opportunities through a reflective, developmental process, whereby students and the graduates they become, look to develop and effectively articulate their personal attributes, attitudes, experiences, and skills, preparing them for employment, post graduate study and enhanced future success.
- Work in partnership with students on the planning and operation of teaching programmes.
- Provide opportunities for students to study, undertake research and access student support through the medium of Welsh.
- Support students and provide information on how students can access opportunities to study abroad, e.g. through the Taith international learning exchange programme.
- Provide the opportunity to engage in work-related learning, through a range of curricular and extra-curricular experiences, including placements, work related projects and volunteering.

- Provide an enhanced student experience through continual investment in our facilities, learning resources and educational learning environment.
- Provide a personal tutor or equivalent mechanism to provide you with the opportunity to discuss your academic progress, signpost to specialist support and encourage wider learning experiences and opportunities to enhance studies and employability skills development, enabling learners to achieve career success.
- Set a clear deadline for the provision of feedback on academic work.
- Promote environmental sustainability by reducing waste and reducing our carbon footprint and through many areas of our curriculum.

As a student, I will:

- Take responsibility for managing my own independent learning and actively engage in my programme.
- Engage in all teaching and learning sessions, including synchronous, asynchronous and face to face sessions, personal tutorials, seminars and meetings with tutors.
- Attend examinations and submit work on time, making full use of feedback, guidance and advice.
- Read my course and module handbooks and prepare for teaching and learning sessions and read set texts in advance.
- Engage with the role of personal tutor or equivalent mechanism including reflecting on academic progress, attending and participating actively in personal tutorials and acting on advice given.

- Find out as much as I can about the facilities, resources and support available to me at my university and always engage in a professional manner with academic and professional services teams, who are there to support my learning journey.
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- Comply with all the regulations, policies, and procedures of the University and the Students' Union and behave as a responsible member of the University community.
- Abide by the policies and procedures of the partner institution through which I enrolled as a student of the University.
- Conduct my academic studies in an honest and professional manner.

The Students' Union will:

- Employ full-time elected student officers to extend and defend your rights as students at the University.
- Support activities that further students' extra-curricular skills and contribute to their employability skills development.

Active Learning Framework (ALF)

The University uses the Wrexham University (WU) Active Learning Framework (ALF), a set of principles for teaching and learning developed by and for our university. These principles guide our approaches to study, including our approaches to the content, delivery and assessment of your modules, and how we support and engage with you. All students at WU will be working within three principles:

- **Student engagement** – learning activities support active and creative student engagement and a sense of belonging.
- **Flexible and accessible learning** – learning activities can be accessed by anyone who needs to, including those with specific learning needs.
- **Innovative, flexible and accessible assessment** – a range of ways for students to demonstrate learning and understanding.

Crucially, at the core of ALF is the appropriate use of digital technologies across all aspects of teaching, learning and assessment in order to support active, accessible, flexible and inclusive practice. The learning blend (ALF) enables a flexible and accessible learning experience for you that can be adapted easily if aspects of on-campus learning are restricted for any reason. ALF includes both synchronous (learning in real time) and asynchronous learning opportunities (accessing course materials which are developed in advance), and you will have timetabled on campus sessions over three days in a week. The Moodle Virtual Learning Environment (VLE) enables you to access learning outside of the scheduled classroom sessions. There is an expectation and a responsibility for you to engage in all aspects of the learning blend, which will ensure that you give yourselves the greatest opportunity for success in your studies.

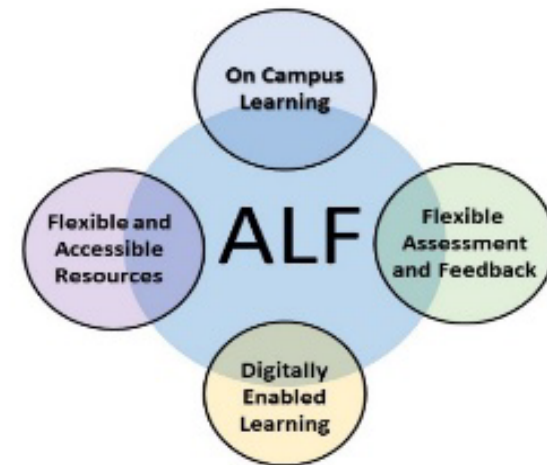
Key to ALF is that it embodies ways of teaching and learning that **create and support a sense of belonging** for students. You will also be able to take part in structured activities that engage you with your cohort in more social spaces.

Your Career Success: The University Skills Framework

The University provides students with career and employability development opportunities, support services and resources that learners are encouraged to continually engage with.

The University Skills Framework's key purpose is to prepare each student to achieve their career aspirations and professional potential. Embedded into programmes the University Skills Framework supports the learning community through partnership between learners, academics, professional support colleagues and industry, providing the best possible preparation for students to progress in employment, self-employment, new venture creation, and or by pursuing further study.

<https://glyndwr.ac.uk/careers/glyndwr-graduate-/>



Communicating with each other

The University services its contractual obligations to students and will comply with its commitments under consumer law as outlined by the Competition and Markets Authority. In doing so, they will work to protect the interests of students when responding to circumstances such as significant changes to how a course is delivered or course closure. The University has in place procedures to respond to these circumstances which will mitigate the potential impact on you and which recognises the different needs of the diversity of our students.

As a University we will:

- Provide, in advance of enrolment and publicise clear information on course tuition [fees and funding](#) and any associated mandatory course costs, along with payment options and deadlines, and an indication (where possible) of costs for optional items, in line with guidance from the Competition and Markets Authority - please refer to the Tuition Fee regulations on our website and the individual course pages - wrexham.ac.uk
- Provide clear information about a student's course of study which details specific information about key contacts, programme delivery and assessment requirements.
- Set a clear deadline for the provision of feedback on academic work.
- Give advanced notice of students' timetable and any changes to it.
- Enable students to interact with the University through the medium of Welsh.
- Communicate with students as quickly and effectively as possible.
- Safeguard all personal information provided, in compliance with the requirements of the Data Protection Act 2018 and the UK General Data Protection Regulations.

As a Student, I will:

- Ensure that I have disclosed all the information needed to complete my studies and ensure that all my personal details are kept up to date.
- Regularly check my University emails and respond in a timely manner to University communications, particularly those relating to my results and progression.
- Ensure I am aware of, understand and comply the terms and conditions of my study, at the University.

The Students' Union will:

- Ensure students receive clear, honest and open communication which is relevant to them.
- Operate democratically and transparently in line with its Constitution and Bye-Laws.

Please note: Students studying at partner institutions should refer to the website and learning portal of the institution where teaching takes place.

Did you Know?

I.T Services, based in the Edward Llwyd Centre are able to support you with linking your student email to your personal one.

You can update your personal details regardless to your place of study on your student record by clicking [MyUni portal](#).



Welsh Language and Culture/Welsh Medium Study

Wrexham University is dedicated to expanding its education provision through the medium of Welsh. The university is proud of its Welsh roots and recognises the importance of reflecting the language and culture of North East Wales. As Wales' newest city we are proud to encourage all students to engage with Welsh cultural events such as the National Eisteddfod and Focus Wales.

We are committed to our partnership with Y Coleg Cymraeg Cenedlaethol – a national institution that has a key role in the planning, maintenance and development of Welsh-medium education and scholarship. A Head of Welsh Medium Academic Development was appointed in May 2022 to enhance and develop Welsh medium provision at the University. The post serves as a bridge between Y Coleg Cymraeg Cenedlaethol and Wrexham University to ensure development of Welsh language courses and to enhance the support and opportunities offered to students. A Welsh medium Strategy and Academic Plan which has the objectives of Y Coleg Cymraeg Cenedlaethol's strategic mission as its basis, was implemented in November 2022, the first of its kind.

The University is developing its Welsh medium provision and are dedicated to offering more choice for students who want to study here through the medium of Welsh. Welsh in the Workplace modules are offered to all students as a pathway. These modules are designed to ensure graduates feel confident to use both the Welsh and the English within a bilingual professional context. These modules offer a national context to Wales and the Welsh language. For example, from September 2023, 40 credits will be available on all levels of the Speech and Language Therapy programme and this will mean students who follow these credits will be able to apply for an incentive scholarship from Y Coleg Cymraeg Cenedlaethol.

As a University we will:

- Enable students to submit assessments and receive feedback through the medium of Welsh, irrespective of the language of tuition.
- Offer opportunities for students to study through the medium of Welsh where possible - your programme team can advise you on this.
- Encourage Welsh language students to follow 40 credits and above through the medium of Welsh in order to receive an Incentive scholarship from Y Coleg Cymraeg Cenedlaethol
- Offer Welsh Language students' personal tuition through the medium of Welsh.
- Offer opportunities for students to learn Welsh or further develop Welsh language skills through classes and specific modules, and in conjunction with our branch office of Y Coleg Cymraeg Cenedlaethol(<http://www.colegcymraeg.ac.uk/en/>), including their Language Skills Certificate
- Ensure we meet our responsibilities under the Welsh Language Act 2011 and take account of the Welsh Language Standards.
- Offer the opportunity for students to receive correspondence from the University through the medium of Welsh.
- Inspire students to seek ways in which they can utilise and demonstrate their Welsh language skills in their future career paths.

Your Welfare: Support and Wellbeing

Wrexham University is dedicated to creating a supportive environment and committed to supporting your [health and wellbeing](#) during your time with us. More information on how we aim to do this can be found through the policies we have in place and within our [Mental Health and Wellbeing Strategy](#), which is working toward a whole University approach to wellbeing.

The University is placing [Suicide Safety](#) at the heart of our University as it impacts on how student and staff feel and function at the University. We aim to equip our staff and students with the understanding, skills, and experiences to lead satisfying, worthwhile and happy lives. We are taking a whole university approach to suicide safety. We are committed to suicide safety prevention for all.

The University is committed to ensuring that everyone who has the potential to achieve in higher education is given the chance to do so, irrespective of age, gender, disability, sexuality, race or social background. In addition, the University is committed to ensuring that it meets its statutory responsibilities regarding [equality, diversity](#), safeguarding, and protected characteristics, as outlined in our [Strategic Equality Plan](#).

Trauma and ACE Informed University

The University has worked closely with the ACE Hub Wales to become the first TrACE-Informed University. This means a trauma-informed culture will be embedded throughout the organisation alongside the **widening access commitment** and values of being **accessible, supportive, innovative** and **ambitious**. Students and staff will be nurtured to thrive in a



supportive and relational environment which recognises strengths and advocates well-being. Hard work is going on behind the scenes to weave trauma-informed practice into the university in order to ensure that there is an understanding that trauma and adversity can affect anyone in various contexts (individual, family, household, community, environmental etc.). Reactions to trauma will be met with kindness and compassion and action will be taken to actively avoid traumatising or re-traumatising individuals. This is a journey and we are learning more and reflecting as we go. There are opportunities both for you to get involved with this work for example to become a TrACE champion and learn to lead with gentle curiosity and connection. This can happen from the moment you step through the doors on your first day to when you are venturing out into employment as one of our graduates.

Link to Navigating the Storm animation (Welsh): <https://www.youtube.com/watch?v=3ucTbxX083g>

Link to Navigating the Storm animation (English): <https://www.youtube.com/watch?v=uFSsE2qOnuw>

As a University we will:

- Ensure a range of support is available through Student and Campus Life and provide full access to you. These services will be accessible, responsive and [inclusive](#) and includes support for those who exit their programme.
- Ensure that every student receives a personal tutor or equivalent regardless of their mode of study.
- Work in partnership with the Students' Union to deliver high quality campaigns and initiatives that support the health and wellbeing of students.

- Ensure a safe and secure environment in accordance with [Health and Safety](#) standards and safeguarding responsibilities.
- Provide advice and information to help students make informed decisions about their finances via the [Student Funding and Money Advice team](#).
- Provide impartial careers advice and guidance that supports student well-being.

As a student, I will:

- Inform the University of any absence, circumstances, needs or restrictions that may affect my participation in the University, whether it be pre-existing or new, in order for us to successfully support you.
- Be mindful and respect how my behaviour can have an impact on others and treat others equally and respectfully, taking equality and diversity seriously, and creating an inclusive campus community.

The Students' Union will:

- Deliver relevant and useful campaigns relating to health and wellbeing and informing you of your rights as students.
- Work in partnership with student services to ensure students' needs are being met.
- Provide free, confidential and useful advice through our Student Advice department – this includes students at partner institutions. Contact us at SUAdvice@glyndwr.ac.uk
- Provide support for students through the Sabbatical Officers and Student Council members.
- Provide initiatives and opportunities for students surrounding mental health such as Suicide Prevention training and Mental Health First Aid.

- Build a safe, inclusive student community by promoting students' academic and personal welfare needs.
- Provide students with the opportunity to create, join and lead student societies and sport clubs.

Effective Representation: Your Voice

The University prides itself on its partnership with students in working together to implement positive change for the continual enhancement of the quality of teaching and student experience at Wrexham University.

As a University we will:

- Provide mechanisms for student engagement in the quality and enhancement processes of the University.
- Involve elected student representatives as full partners in University decision making processes.
- Ensure student representation features at all levels within the University where possible.
- Actively respond to student feedback ensuring any developments are effectively communicated.

As a Student, I will:

- Engage with Course representatives and Students' Union representatives in order for them to effectively represent your views accurately.
- Complete course and module evaluations as required.
- Take part in the Students' Union election processes for electing Students' Union representatives.



- Engage in all relevant feedback mechanisms used by the University, including Student Evaluation of Modules (SEMs), the Digital Experience Insights Survey, liaising with student representatives as well as national surveys, such as the Graduate Outcomes Survey and the National Student Survey (NSS)

The Students' Union will:

- Effectively facilitate a University-wide course representative system, ensuring that representatives are trained and supported.
- Support Sabbatical Officers and student representatives to effectively represent the student body on all University committees.
- Provide students with opportunities to get involved in representing other students through Student Council, Trustee Board, conferences and submitting ideas and notions.
- Ensure a transparent and well managed election system to ensure that students are able to fully participate in the selection of their representatives.
- Ensure that everything we do upholds our commitment to equal opportunities and our diverse student community.

[Click here](#) for more information about being a course rep

[Click here](#) for more information about the SU elections

[Click here](#) to find out more about the National Student Survey

For more information on how you can get involved, [click here](#) to view the Student Engagement in Quality Assurance Policy



Your Concerns: Making things right

The University is committed to ensuring a high-quality educational experience for all its students, supported by appropriate academic, administrative and welfare support services and facilities. However, there may be occasions when students are dissatisfied with the teaching and learning facilities, or services, provided and you are entitled to make a complaint.

As a University we will:

- Ensure students have access to an effective system for handling complaints without fear of recrimination or unfair bias.
- Ensure students have access to the academic appeals and extenuating circumstances procedure and support throughout the process.
- Provide Information on how and when students may wish to contact the Office of the Independent Adjudicator if they are not satisfied with the outcome of University processes:
<https://www.oiahe.org.uk/media/2264/intrototheoia-students-jan-2019.pdf>
- Provide information on how to make a complaint (if appropriate) to HEFCW
<https://www.hefcw.ac.uk/en/regulation/complaints-about-regulated-institutions/>

As a student, I will:

- Follow the University procedures correctly, providing the necessary evidence within the specified timescales.
- Act with respect and courtesy if involved in any University procedure.

The Students' Union will:

- Offer confidential and impartial advice, support and representation through any appeals, complaints or academic misconduct procedures.
- Ensure student representation on all complaints and appeal panels, ensuring that all processes are fair and just.
- Ensure representation on University working groups when reviewing policies and procedures to ensure that students are at the heart of the process at all times.

Useful Information

Further information on the opportunities and expectations set out in this Charter can be accessed by contacting:

Students Union –

Union@Glyndwr.ac.uk

Quality and Regulation –

Quality@Glyndwr.ac.uk

Student Administration –

Studentadministration@Glyndwr.ac.uk

Partnerships Office –

partnerships@Glyndwr.ac.uk

You should also refer to the [Student Guide 2023-24](#) for information on the University's policies and procedures and to your programme and module handbook for course specific information.

Reviewing this Charter

This Charter was last reviewed in June 2023 by the Student Charter Review Group the Students Union, the Learning, Teaching and Quality Committee and approved by Academic Board in July 2023.

Students are encouraged to contact the Students' Union to participate in the next review and to optimise maximum impact of this Charter, student opinion is continually sought through Student Voice Forums and online feedback platforms.