UCEM’s ambition is to be the leading online vocational provider of programmes for the built environment.

➔ UCEM is committed to academic excellence and to ensuring that the quality of the student experience is central to the services we provide.

➔ UCEM continues to invest substantially in the development of new online materials, the capabilities of our academic team and the provision of our student support services.

➔ UCEM is known for the quality and calibre of our graduates, and we continue to work with employers to both meet the needs of the built environment profession, and to maximise the employability of our graduates.

The Student Charter has been devised in partnership with our students, and reflects our commitment to working with students, and our responsibility to provide transparency, clear communication and mutual respect.

The Student Charter is based on the principle of a community of staff and students who respect UCEM’s values of Support, Passion, Excellence and Integrity and are working together in partnership to advance knowledge and education within our community.

The Student Charter, whilst not a contractual document, outlines what you can expect as a student with UCEM, as well as your responsibilities and duties.

By working in partnership we will ensure a supportive and challenging learning environment which will enable you to fulfil your career aspirations and receive a ‘best in class’ student experience.

Ashley Wheaton
Principal and CEO

David Mason
Lead Student Representative

Sara Kettleher
Undergraduate Student Representative,
Academic Board

Rachel Bouchard
Postgraduate Student Representative,
Academic Board
What you can expect from UCEM

UCEM is committed to providing:

➔ Communication that is based on mutual respect, courtesy and professionalism, recognising the equality of all and promoting diversity within the student community.

➔ An engaging and challenging learning environment, facilitated by academic staff, that enables students through quality learning, teaching and assessment to meet the learning outcomes of their programme of study.

➔ Access to theoretical and practical/industry focussed learning materials.

➔ A curriculum and learning environment that promotes sustainability.

➔ Academic support and advice from the academic staff that have expertise in their disciplines and are committed to delivering a high quality student experience.

➔ Support and advice from the UCEM Learning and Teaching Enhancement Team, to support you in the development of your study skills and to help you navigate particular challenges that can affect your studies.

➔ Access to a wide range of learning resources through the Virtual Learning Environment, including the e-Library and a wide range of e-books.

➔ Fair and transparent assessment of your work, in accordance with the UCEM Academic and General Regulations for Students, including marks and feedback on coursework assessments returned within 20 working days of the submission date.*

➔ Timely and accurate information, advice and guidance regarding all aspects of your programme, including key dates, assessment strategy and module information.

➔ Access to information and guidance on fees, funding and financial support that is available to you.

➔ An academic delivery team that is credentialled and supported in its learning and teaching practice through training and development activities, including peer review and mentoring.

➔ A range of professional student support services, including the Student Advice Team and the Disability and Wellbeing Team.

➔ Opportunities to develop your employability both through the curriculum, and the Careers Service, which provides advice and guidance on your career options.

➔ Opportunities to network with others in the property and construction professions through attending events in person or online.

➔ Opportunities to become a Student Representative, either for your programme or on a deliberative committee, so that you can play an active part in developing the student experience.

➔ Opportunities for you to provide timely feedback on all aspects of your programme and student services, which will inform future developments at UCEM.

➔ Fair and transparent Complaints and Appeals procedures.

* working days excludes UK Bank Holidays and other UCEM designated closure days, as set out in the UCEM calendar and does not apply to extensions
As a student you are committed to:

- Communication that is based on mutual respect, courtesy and professionalism, recognising the equality of all and promoting diversity within the student community.
- Successfully completing the compulsory element of the Induction Module prior to the submission of your first piece of assessment, to ensure that you are prepared for supported online learning.
- Being responsible for managing your own learning, by completing the assessment requirements by the published assessment deadlines, and making yourself aware of any examination arrangements.
- Engaging in the online learning activities on the VLE, being an active student on the VLE through participation in the forums, webinars and social media provided by UCEM.
- Ensuring that all work that is submitted is your own, and is referenced in accordance with the Harvard Referencing System.
- Making the most of academic and non-academic support and guidance available to you by using the full range of services offered.
- Engaging with the disability and wellbeing service at the earliest opportunity if you have a disability, additional learning need or a change in circumstance so that we can consider additional support that you may be eligible for.
- Working with UCEM to continually improve your student experience, through the Student Representation scheme, and by providing constructive feedback to UCEM both informally and formally through student questionnaires and other feedback mechanisms.
- Complying with UCEM’s rules and regulations, which are detailed in the Terms and Conditions of Contract and the Academic and General Regulations for Students that are relevant to the programme.
- Meeting deadlines, including those for the payment of fees, in accordance with published schedules.
- Informing UCEM promptly if your current address and/or contact details change.
- Being an ambassador for UCEM in the wider community, to further build UCEM’s reputation for contributing to a better built environment.
Student Representives

Student Representatives are committed to:

- Communication that is based on mutual respect, courtesy and professionalism, recognising the equality of all and promoting diversity within the student community.
- Being the voice of the student community, raising issues from students at the appropriate forum within UCEM.
- Working in partnership with UCEM to continually improve the student experience, which includes active participation at deliberative committees, on the VLE, validation events or other review meetings.
- Seeking the views of the student community on a range of future developments, which may include academic programmes and student support services.
- Informing the student community of discussions and information provided to student representatives for wider dissemination.

Resources

Links to UCEM Policies, Regulations and support documents such as the Student Handbook are published on the VLE on the Programme page, and/or Student Services section.

http://learn.ucem.ac.uk/login/index.php