



**UCEM**

UNIVERSITY COLLEGE  
OF ESTATE MANAGEMENT

BUILT  
FOR LIFE

Student Charter 2023-24

# Student Charter



UCEM's vision is to be the centre of excellence for built environment education. We are proud to be a truly accessible higher education provider welcoming and supporting students from around the world.

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

The Student Charter, whilst not a contractual document, outlines what you can expect as a student studying with UCEM and your responsibilities as a UCEM student and member of the University community.

By working in partnership, we will ensure we provide a learning journey which will support you to fulfil your career aspirations and receive an exceptional student experience.

If you have difficulty in accessing this document, please contact the disability and welfare team using the email [disabilitysupport@ucem.ac.uk](mailto:disabilitysupport@ucem.ac.uk).

**Ashley Wheaton**

Principal

**Chleo Harris**

Lead Student Representative

**Luke Standen**

Academic Board Student Representative

# Student Charter



## The principles

The UCEM Student Charter outlines the way in which the University College community works together in partnership and is underpinned by the following principles:

1. The staff and student community equally respect UCEM's core values of support, passion, excellence, and integrity.
2. We will treat each other with respect, courtesy, and professionalism.
3. We recognise the equality of all, promoting diversity and inclusion within the student and staff community.
4. We work in partnership to advance skills, knowledge, and education within our community.

UCEM commits to reviewing this charter each year to ensure it reflects our continuing commitment to provide a "best in class" student experience, whilst reflecting current challenges and context.

'We' in the commitments below refers to the learning community of both UCEM students and staff.

# Student Charter



## Our shared commitments:

The UCEM Student Charter outlines the way in which the University College community should work together in partnership and is underpinned by the following principles:

1. UCEM will provide, and students will participate actively with, an engaging, relevant, safe, and supportive learning experience.
2. We communicate with each other in ways that are timely, clear, and accurate using appropriate and professional channels.
3. We are committed to promoting sustainability in our learning community, programmes, and in the way we operate.
4. We will work together to support a vibrant student community, ensuring the feedback loop is complete, and that students can feed into the decision-making processes of the University College of Estate Management.
5. We will act with integrity and transparency, using established means to address any concerns – for example, using fair and transparent **Complaints, Appeals, Disciplinary** and **Fitness to Study** procedures.
6. We will be proactive and timely in engaging with, as students, or providing, as UCEM, relevant support for students at all points of their learning journey and in particular where this affects health or wellbeing.
7. UCEM will strive to recognise the potential of every student and ensure the appropriate support and adjustment(s) are available to overcome barriers to achieve that potential.
8. We will act swiftly and take proper action to combat concerns raised regarding inappropriate behaviour, alleged harassment, bullying, or misconduct toward both staff and students.
9. As staff, we commit to providing timely and accurate information, advice, and guidance regarding all aspects of academic and non-academic matters to support you in your studies, including constructive and clear assessment feedback.
10. As students, we commit to actively engaging with staff to ensure successful completion of our programmes and, if applicable, Apprenticeships; use feedback opportunities provided to reflect on and develop our work; and agree to comply with UCEM's rules and regulations, which are detailed in the Terms and Conditions of Contract and the Academic and Programme Regulations.

University College of Estate Management

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