



UCEM

UNIVERSITY COLLEGE
OF ESTATE MANAGEMENT

**BUILT
FOR LIFE**

Student charter 2021-22

Student Charter



UCEM's vision is to be the centre of excellence for built environment education. We are proud to be a truly international 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 is based on the principle of a community of staff and students who equally respect UCEM's core values of support, passion, excellence and integrity and work in partnership to advance skills, knowledge and education within our community. At all times, staff and students have the right to expect mutual tolerance and respect when using either the VLE and/or other online applications outside the control of UCEM.

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

By working in partnership, we will ensure we provide a supportive and challenging learning journey which will support you to fulfil your career aspirations and receive a 'best in class' student experience.

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

Ashley Wheaton

Principal

Muhammad Ahmed

Lead Student Representative

Esther Oyewole

Academic Board Student Representative



Responsibilities

As a UCEM student, you will:

- Treat all staff, students and others with mutual respect, courtesy and professionalism at all times, recognising the equality of all and promoting diversity within the staff and student community
- Uphold and practice behavioural standards that meet the requirements of UCEM's terms and conditions and associated policies and procedures and the requirements of the professional bodies
- Take personal responsibility for completing the induction and learning activities on the VLE and being an active student through participation in the module forums, webinars, and other activities throughout your programme
- Submit all assessments by the required deadlines, using the feedback opportunities provided to reflect on, learn and develop your work
- Ensure that all work that is submitted is your own and has been referenced in accordance with the UCEM Harvard Referencing System
- Engage with all opportunities to provide constructive feedback on your UCEM experience to ensure continuous improvement of the UCEM experience for current and future students
- Comply with UCEM's rules and regulations, which are detailed in the Terms and Conditions of Contract and the Academic and Programme Regulations
- Be proactive and timely in engaging with UCEM when you need additional support or if you experience a change in circumstance that affects your health or wellbeing
- Actively engage with your programme support team and work with them to ensure successful completion of your programme
- Challenge any instances of suspected bullying and harassment. raising your concerns immediately with UCEM



Responsibilities

UCEM will:

- Treat you with respect, courtesy and professionalism, recognising the equality of all and promoting diversity within the student community
- Provide you with an engaging, challenging and supportive learning experience
- Provide you with access to theoretical and practical/industry-focused learning resources that are current, relevant and in line with the expectations and requirements of the profession
- Provide a curriculum and learning environment that promotes sustainability
- Ensure timely, clear and constructive assessment feedback
- Provide a professional and comprehensive library service to support and enhance your studies
- Provide a range of comprehensive and professional support services for all students including a careers service, disability and welfare service, and guidance from a student engagement team
- Work in partnership with students to gather feedback on all aspects of UCEM's programmes and student services which will inform future developments and decision-making processes at UCEM
- Provide clear information about programme and module specifications in line with Consumer Market Authority requirements
- Provide clear information and guidance about programme and module costs, payment options and funding opportunities if available
- Ensure fair and transparent **complaints, appeals, disciplinary** and **fitness to study** procedures
- Provide equal opportunities to develop employability, professional skills and understanding through extra-curricular events
- Provide a safe and secure learning environment, in accordance with health and safety, online safety and safeguarding requirements
- Provide a professional and confidential listening service for those facing mental health and wellbeing issues, providing appropriate advice and guidance on internal and external support services
- Listen and take swift and proper action to any concerns raised by staff or students regarding inappropriate student or staff behaviour, alleged harassment, bullying or misconduct
- Provide timely and accurate information, advice and guidance regarding all aspects of academic and non-academic matters to support you in your studies



Support

To support apprentices during their studies UCEM will:

- Provide dedicated resource to help you and your employer to progress successfully in your apprenticeship
- Provide the guidance and support you need to balance the specific requirements of apprenticeships including off-the-job hours, on-the-job training and developing the knowledge, skills and behaviours required by your apprenticeship standard

As a UCEM apprentice, you will:

- Ensure you and your line manager engage with scheduled progress reviews and ad hoc meetings with your apprenticeship outcomes officer
- Submit evidence as required in a timely manner and work with UCEM and your line manager to meet the milestones and timeline agreed at the start of your apprenticeship

Signed by Chair's action

Helen Edwards
Chair of the Quality Standards and Enhancement Committee

Date

21 October 2021



Annual Review

The Student Charter will be reviewed annually by UCEM's Academic Board, which includes student representatives.



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 Hub.

learn.ucem.ac.uk

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