

**UCEM** UNIVERSITY COLLEGE  
OF ESTATE MANAGEMENT



**Student Charter 2024-25**

# Student Charter



UCEM's vision is to be the centre of excellence for built environment education. We are proud to be an 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**

Vice Chancellor

**Mary-Felicia Gomez**

Lead Student Representative and Academic  
Board Student Representative

# Student Charter



## The principles

The UCEM Student Charter outlines the ways in which the university community works 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 value of the differences between individuals in our university community and actively promote equity, diversity, and inclusion in all we do.
4. We work in partnership to advance skills, knowledge, and learning within our community.

UCEM commits to reviewing this charter each year to ensure it reflects our continuing commitment to provide a high-quality student experience.

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

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## Our shared commitments:

1. Students will participate actively with an engaging, relevant, safe, and supportive learning experience provided by UCEM.
2. We communicate with each other in ways that are timely, clear, compassionate, 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 students can feed into UCEM's decision-making processes and are made aware of actions taken as a result of their feedback.
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. Students will proactively engage with the relevant support provided by UCEM at all points of the learning journey, 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 reasonable adjustment(s) are available to overcome barriers to achieve that potential.
8. We will act swiftly and take robust action in response to 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.

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