University Centre Peterborough

Higher Education Student Charter

2025/26

University Centre
Peterborough

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INTRODUCTION

Our Student Charter outlines the expectations from UCP and our HE students. We will expect all staff and students to contribute to a supportive learning environment and work in line with our values.

"The Student Charter is an incredible resource for staff and students alike. It not only outlines the expectations that UCP places upon its students, but what students should expect from UCP in return. This document outlines the most basic of requirements that should be followed by staff and students, and so is one of the most, if not the most, commonly cited documents when anyone has questions about: the code of conduct; student voice; library services; lecturer contact hours; and much more.

As your Student Officer, it is my role to bridge any gaps between staff and students. I often advise on complaints and queries, and more often than not, the answer can be found here, and so I advise everyone to read this document carefully and become familiar with it. Where things are not clear, I give my second piece of advice: ask questions, and my door, like all of our academic and support structures, is open for everyone.

I hope the 2025/26 academic year is full of success and academic growth. I sincerely hope you enjoy your time studying at UCP and wish you good luck both here and in your future."

Cory Brook, HE Student Officer 2025-2026

To achieve success as a student you need to fully engage with your course. You should participate in all timetabled sessions whether virtual or face-to face, carry out self-directed and group study as needed, and organise yourself to make sure that you can meet all assessment deadlines.

We also recommend that you initiate and join student clubs and societies to meet friends, create networks, increase your skills, and keep fit and well. We know that many students have to work, or have family commitments, but we ask that you do your best to balance these to prioritise your study. Talk to your Tutor or Student Support if you need advice about this.

If you're a full-time student, you will need to study at least 35 hours each week and should not normally do more than 15 hours of paid work each week during the academic term. If you're a part-time student you should commit to the time you have set aside for your studies.

By the end of your studies at University Centre Peterborough we aim to ensure our graduates have academic and personal success by attaining the following attributes; resilience, academic and professional development, a global perspective, clarity of communication and purpose, information and skill expertise, intellectual autonomy, and enquiry and adaptability.

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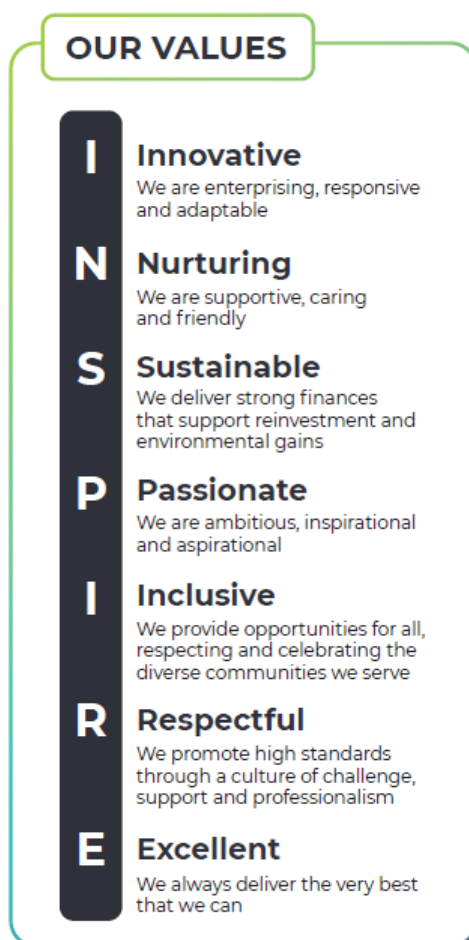
STUDENT CODE OF CONDUCT

1. As a UCP student, we expect you to behave in a responsible manner that allows us to foster a community of freedom and mutual respect. By enrolling you have become an extension of UCP; and as such we require you to help support the good relationships between the University Centre and its local communities. We also have a duty to ensure that we meet your expectations and will provide you with a community whose foundations are built on courtesy and consideration; where difference is valued and diversity respected. These expectations are clearly outlined within this Student Charter.

2. Misconduct is defined as behaviour whereby you damage UCP's reputation by any deliberate, negligent, or reckless, act or statement, that enters the public domain. It also includes behaviour that is deemed to be violent, offensive, and illegal, which will encompass both acts against the person or to UCP property. Please visit www.ucp.ac.uk/policies/ to view the HE Student Disciplinary Policy and Code.

3. We may treat the following as misconduct:

a.   If you disrupt, or interfere with, our academic, administrative, sporting, social, or other activities,; whether on university premises or elsewhere (such as during a work placement, or an organised trip).

b.   If you obstruct, or interfere with, the work, duties, or activities of any governor, student, member of staff, employee, or authorised visitor to any IEG campus.

c.   If your behaviour is violent, indecent, disorderly, threatening or offensive, or if you use language of this kind while on our premises or while involved in any activity linked to UCP.

d.   If you act fraudulently, deceptively, or dishonestly, towards us or our staff or in connection with holding any office in UCP or in relation to being our student. This will include details pertaining to qualifications and/or experience provided during the admission process.

e.   If you do anything which is likely to injure anyone, damage our premises, or contravenes health and safety guidance, (such as fire evacuation procedures).

f.   If you harass any student, member of staff, employee, or any visitor of any of IEG campuses for any reason.

g.   If you break our code of practice on the freedom of speech, or any of our rules and regulations. Please visit www.ucp.ac.uk/policies/ to view the HE Freedom of Speech and External Speakers Policy and Process.

h.   If you are dishonest in any way when it comes to academic assessments and examinations.

i. If you damage our property or the property of other members of the IEG community, whether deliberately or recklessly. This includes taking property.

j. If you misuse our premises or items of property, such as IT systems.

k. If you take part in a criminal offence that takes place on our premises, at a UCP event, or while representing UCP externally; that affects and/or concerns members of the community, damages our name, is treated as misconduct under the terms of this code, or is one of dishonesty if you hold a responsible position at UCP.

l. If you do anything which negatively affects our reputation

m. If you fail to give your name and other relevant details to us if it is required for us to obtain that information.

n. If you fail to display your UCP ID badge at all times whilst on IEG premises.

o. If you fail to keep to a previously imposed penalty under this code.

p. If you use social media or electronic communication in any way that causes offence, is illegal and/or damages the reputation of the University Centre or its stakeholders.

OUR VALUES

I Innovative
We are enterprising, responsive and adaptable

N Nurturing
We are supportive, caring and friendly

S Sustainable
We deliver strong finances that support reinvestment and environmental gains

P Passionate
We are ambitious, inspirational and aspirational

I Inclusive
We provide opportunities for all, respecting and celebrating the diverse communities we serve

R Respectful
We promote high standards through a culture of challenge, support and professionalism

E Excellent
We always deliver the very best that we can

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OUR STANDARDS

We aim to provide you with the best possible experience while studying at UCP. To make sure we achieve this, we've set standards for the service you can expect from us. Please note our ethos of partnership working between students and our academic and support staff remains unchanged.

UCP Standards

We Will:

- Treat you fairly with dignity, courtesy, and respect.
- Respond to your enquiry within 5 working days and update you regularly on progress.
- Provide a private area where we can discuss any confidential enquiries.
- Tell you how you can give us your views and feedback on the services we provide.
- Arrange appointments at times we both agree on. We aim to tell you in good time, when possible, if we cannot keep an appointment.
- Do our best to solve any problems as quickly as possible.

We Expect You to:

- Behave respectfully in our University Centres and within our local communities.
- Engage in continuous academic and professional development.
- Apply a global perspective and cross-cultural sensitivity and awareness.
- Develop intellectual autonomy and enquiry.
- Tell us if you are unhappy with any aspect of the service you receive.
- Use all our communication systems, including social media, responsibly, professionally, and in a way that will not damage yours, or the institution's reputation.

Communicating with Each Other

We Will:

- Make sure that when we communicate with you, we are always clear, respectful, and accurate.
- Make sure there is a dedicated customer service team who can answer all communications in a timely manner during our published office hours.

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- Provide access to our online services 24 hours a day, 7 days a week, whether you're on or off campus, unless services are undergoing scheduled maintenance, or we are experiencing unforeseen circumstances.
- Meet you within 10 minutes of agreed meeting times.
- Adapt practices wherever possible to arrange virtual meetings if required.

We Expect You to:

- Make sure that you are always clear, respectful, and include your student identification number when you communicate with us.
- Make sure that you keep your username and password for our systems secure, change your password regularly, and never give access to anyone else.
- Report any faults or problems as soon as you can, and give us as much detail as possible to help us find a solution.
- Access all communication methods daily to keep up to date on UCP news and events.
- Reply to any communication regarding UCP within 5 working days.
- Meet us within ten minutes of agreed meeting times.

Our Main Ways of Communicating with You

We Will:

- Only send messages to your student email account that are to do with your student experience and your academic journey. We therefore need to ensure that you can receive these communications.
- Contact you via post if required.
- Provide weekly briefings, updates, and important information via Canvas.

We Expect You to:

- Use your student email system and your student identification number when you contact us.
- Check your email address on a regular basis, as this is our main way of keeping you informed.
- Notify us of any changes in details or circumstances.
- Read the weekly student briefing and keep up to date with an-nouncements on Canvas.

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ProPortal

Your grades and progress are recorded on ProPortal. You will use ProPortal to check your personal and course details and find your assessment dates, as well as view your results.

We Will:

• Provide 24-hour access to ProPortal (using the same username and password that you will use to access your student email account). However, ProPortal will be unavailable during periods that grades are waiting to be validated.

We Expect You to:

• Check that your personal information on ProPortal is correct and update it with any changes.

• Check that you have full access to Canvas, student email, and our IT systems. You will inform us if you do not.

Virtual Learning Environment (Canvas)

Our VLE is where you will access online information relating to your studies, including course and module guidance, documents, and teaching notes, as well as blogs, surveys, announcements, and discussion boards.

We Will:

• Provide access to our VLE.

• Ensure you have access to help with all IT support queries including password issues, different system advice and guidance, VLE systems, or general device advice. We also have a site you can access for quick help and info here: https://canvas.ucp.ac.uk/courses/2150/

• Make sure that online course material associated with a module/unit is available to you when you commence your course.

• Provide a range of learning and teaching approaches supported by a well-equipped learning environment.

• Make all appropriate information available on the VLE.

We Expect You to:

• Ensure you can access the hubs and any module content on Canvas and contact ILT@ieg.ac.uk if you need help with this.

• Check the VLE for important information and updates.

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- Regularly check the Student Briefing and read any announcements sent out to you.

BEST PRACTICE FOR ONLINE LEARNING

We would ask all students to view the "Best Practice for Online Delivery" guide (available on our website and via Canvas) as these outline good practice and behaviour expected of everyone when using online learning tools and classrooms. Online sessions* may be made available to allow students to continue learning when face to face delivery is not possible.

Inappropriate behaviour and conduct online will be addressed in the same way as incidents that would take place in a face-to-face delivery situation.

It is our expectation that you have your camera on during online sessions to facilitate effective learning and discussion.

*Scheduled teaching is face-to-face on the majority of courses and we have a regulatory and legal requirement to monitor this. Students cannot elect to join sessions remotely. See Student Support if you have any circumstances that may impact your attendance.

Starting or Continuing Your Studies

We Will:

- Welcome you and organise a programme of activities to help you prepare for your studies.
- Send you information on how to register and enrol for your course. This needs to be completed each academic year that you study with us.
- Give you access to your course information and other important documents, including this Student Charter (all HE Students), Assessment Regulations and Procedures for Students. These will all be located on the UCP website: www.ucp.ac.uk/policies. All HE students will find details on how to access relevant policies and procedures in the relevant area on Canvas.

We Expect You to:

- Ensure you are reviewing the appropriate regulations (e.g. those students studying Higher Nationals will access Pearson's regulations).
- Attend your induction and undertake enrolment prior to your first day and provide us with the documentation we ask for.
- Start the course at the correct time – or tell us if you're going to miss the start date for any reason.

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- Register for your course within the first few days.
- Provide any extra information as part of your registration when we ask you to do so.
- Read all information we give you, including our regulations, to help prepare you for your studies.
- Ensure you have applied for student finance.
- Please declare any learning needs and reasonable adjustment requirements by contacting Student Support. Delays in making a disclosure may delay us in providing you with support.

YOUR ACADEMIC DEVELOPMENT

We will provide you with a high-quality learning environment led by professional staff who have an active interest in your subject area and take part in academic activity, industrial updating, and research. We will also provide an education that includes principles, values, and practices of protecting the environment for the future. Teaching is face-to-face (unless specified), utilising information learning technology (ILT) to create a blended learning environment where it will enhance student experience and employability.

Learning and Teaching

We Will:

- Publish specific details of the hours of expected teaching and the amount of self-directed learning (studying, research, and non-lecture based activities) you will be expected to carry out for each module/unit.
- Tell you as quickly as possible if we have to move or cancel a class at short notice.
- Only postpone or cancel classes in exceptional circumstances, and make arrangements within 7 working days to cover missed learning.
- Use the most appropriate means for example email, phone, social media, or classroom door, to tell you the time and location of any re-scheduled class.
- Use Canvas to provide academic and support information.
- Offer you alternative contact details if the person you're trying to speak to is unavailable and how to contact them.
- Provide, by the beginning of the first week of teaching, an up-to-date reading resource list for each of your modules/units.
- Upload any resources at least 24 hours prior to a lecture or seminar and/or on a regular basis.

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- Record online sessions to enable all relevant students to access them. These will only be used for educational purposes between UCP and students.

We Expect You to:

- Take part in all activities that are part of your course including seminar tasks, online learning tasks, field trips, placements, group work, and guest lectures.
- Engage in discussions and debates in class with the same objective manner as your academic submissions.
- Turn music players off during classes and use any personal computer, tablet, or mobile phone only for class-related activities. If you have a specific need to use a device please advise your lecturers in advance.
- Use our VLE and the other forms of technology we provide in a professional manner.
- Not edit, adapt, in any way alter the online sessions, or share outside of the stated parameters and organisation.
- Report any unavoidable absences as soon as possible.
- Only take up employment that does not affect your studies or prevent you from going to classes.

Attendance

We ask you to participate in all timetabled lectures, seminars, and other activities that are part of your learning. Please visit www.ucp.ac.uk/policies/ to view the Higher Education Student Attendance Procedure.

We Will:

- Monitor your attendance (either online or face-to-face) at timetabled classes and contact you if you do not attend. This is a legal requirement of funding bodies, employers, sponsors, etc. to ensure you are engaging in the learning they pay for.
- Start classes within 2 minutes of the scheduled time, and teach for the full time of the class. •
- Reserve the right to refuse entry to students who are more than 15 minutes late for class.
- Address persistent lateness with you.
- Conduct some activities for employability, student support, interviews, and Undergraduate Major project meetings online. All other attendance is in class unless specified within the course terms and conditions (E.g. Gateway Coding Level 5).

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We Expect You to:

- Attend every session that is part of your course (including timetabled tutorial sessions) and arrive on time.
- Attend all mandatory group tutorials, except in the case of alternative delivery. The schedule for these can be found in the Student Briefing and Minutes section of Canvas.
- Prepare for sessions, complete required reading, arrive on time for classes, and stay for the whole of the teaching session.
- Not come into class if you're more than 15 minutes late, unless you have made a prior arrangement with your lecturer. On such occasions be courteous to others, and attempt to disturb sessions as little as possible.
- Not take advantage of the 15 minute leeway, and not to regularly arrive late.
- Attend tutorials and take part in any associated online or individual group activities.
- Not to take holidays during the academic term, that includes re-sit periods. Details of dates can be found at www.ucp.ac.uk/key-dates

Timetabling

We Will:

- Give you access to your personal days of study six weeks before teaching starts if you're a returning student.
- Tell you if we have to make any changes to your timetable by emailing or writing to you.
- Schedule all teaching activities between 9am and 9pm Monday to Friday. Some specialist field trips/events/exhibitions may need to be scheduled at the weekend.

We Expect You to:

- Make sure your timetable includes all the modules/units you should be studying.
- Contact us if you have a question about your timetable or if something appears to be missing or incorrect. Go to the classes listed on your timetable.
- Contact us by the end of your first week of teaching if you want to change seminar or tutorial groups (where a choice of group is available).
- Choose your optional modules/units when we ask you to if this is applicable to your course.

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Assessment

We Will:

- Provide, by the beginning of the first week of teaching, current module guidance with all the information you need for each module.

- Provide, by week four, the module assessment type, the deadlines for these tasks, initial guidance, and the required format. In exceptional circumstances we may be required to further adapt your assignment, following External Examiner review.

- Provide you with advice and information on how to submit an assignment, including but not limited to: good academic practice, ethics and conduct of research, late submission, and extensions.

- Use published assessment criteria and marking standards on all assignments to make sure marking is fair and consistent.

- Ensure online systems, such as Turnitin, are available to students at least one week prior to any deadlines.

- Give you feedback on all of your assignments within 20 working days of the assignment deadline, and within 30 working days in the case of your major project. If awarding bodies or PSRBs require further adaptations we will inform you of this.

- Give feedback for those with amended deadlines (i.e. those students with extensions and mitigations) within OU or awarding body regulations (e.g. Pearson for higher national provision).

- Provide you with formative and summative feedback.

- Publish a detailed exam timetable at least 4 weeks before your first examination.

- Tell you when your results will be published on your ProPortal account.

- Advise you when AI can be used in assessments. Please see the Academic Integrity Policy, which provides guidance on AI usage, what we consider to be plagiarism, TurnitIn usage, and good practice.

We Expect You to:

- Take part in all forms of assessment relating to your course.

- Give proper consideration of ethical issues to strengthen your research, by familiarising yourself with our research ethical approval requirements and obtain ethical approval.

- Make sure that you have understood all assessment information including deadlines, exam dates, and how you should present and hand in your assignments, whether via Canvas or as hardcopy.

- Be aware of the academic rules relating to your studies, complete all assessments in your own words, and keep to the guidance on good academic practice.

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- Understand academic integrity and use sessions and online resources available to keep to this.

- Present your written work in a word-processed format, include all appropriate references correctly, and hand in assignments using the specified procedures.

- Arrive prepared to any assessment or examination at least 10 minutes before the start time. This relates to both face to-face and any virtual assessments and examinations.

- Understand that if you arrive after the stated start time, or unprepared you will be refused entry to an assessment (i.e. for presentations).

- Understand the grace period in relation to late admission within exams and tests is 15 minutes. No extra time will be granted to the student to make up for late arrival. This is up to the discretion of the assessor.

- Utilise feedback given to further your learning and check Canvas so you know what the feedback opportunities are.

- Submit any claim for Extenuating Circumstances/mitigation up to 5 working days after the assignment deadline or exam date. You may still enter claims after this deadline, but they will be considered late claims, which hold additional requirements. For more information please contact Student Support.

- Short term extensions can be applied for up to 2 working days prior to the deadline. Information on applying for extensions can be found in the Enxtensions section of the Student Support Hub on Canvas https://canvas.ucp.ac.uk/courses/1745/pages/extensions.

- Retain your assignment submission receipt (hard copy or electronic) and copies of written work until your marks have been confirmed by the assessment panel or panels.

- Note that Academic Regulations are reviewed on an annual basis and it is expected that you familiarise yourself with them each year.

- Work effectively during group projects. Please look at our group protocols/ procedures in your course handbook.

- Correctly identify when you have used AI, if permitted, and cite accordingly. Please become familiar with our Academic Integrity Policy.

Dignity and Your Environment

We Will:

- Provide a high-quality, challenging, and stimulating experience.
- Challenge any unacceptable or disruptive behaviour in class.
- Take action to support you if you report any form of disrespect, harassment, or bullying.

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We Expect You to:

- Actively take part in all aspects of your learning experience for the benefit of you and your fellow students. This is particularly important when you are engaged in group projects.

- Show respect at all times for fellow students, staff, and members of our community whether in person or online.

- Show respect for the environment and shared spaces by using litter bins and recycling facilities. Only smoke, eat, and drink in designated areas.

- Arrive on time for classes and stay for the whole of the teaching session (arriving late or leaving early is unprofessional, impolite, and disrespectful to other students and members of staff).

- Wear your ID badge around your neck at all times where students and staff can see it. This ensures a safe, secure environment for all. If you fail to do this there will be disciplinary penalties.

- Respect individuality, diversity and have concern for the environment.

- Abide by any health and safety guidelines.

- Ensure you park in designated student parking areas. Please do not park in disabled bays outside the UCP Peterborough building unless you have a blue badge, or a UCP Risk Assessment that enables you to do so.

- Ensure the student catering facilities in both the UCP Peterborough and Stamford building are kept tidy and clean. Please make every affort to leave the spaces as you found them.

SUPPORTING YOUR LEARNING EXPERIENCE

University Library

UCP students benefit from online databases of eBooks and electronic journals from UCP. We encourage you to use both.

University Centre Peterborough students can use the libraries on the Campuses at Peterborough and Stamford.

The libraries provide a wide range of books for loan (print, eBooks & Audio books) as well as online databases (newspapers, journals, maps and other useful resources). Books can be reserved via the library catalogue from either library and collected from your campus.

You can borrow 14 books for 4 weeks; please note these are subject to fines if the loan goes overdue. Books overdue by more than 60 days will be referred to finance where further charges, including a £10 admin fee will be applied. Please

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remember to renew or return your library books on time.

As a University student, you can choose to study in any of the student spaces in the Campus libraries where you can work alone or as a group. You can also log onto the student PCs or book them in advance, with access to the internet & Microsoft Office. Chrome books and headphones are available for you to use whilst you are in the library. There are also printing and scanning facilities.

The friendly team are always happy to help students use the various services available and can offer advice or sessions on finding the right resources, referencing and writing a literature review. If you need to talk to a member of the team visit the Library or email: library@peterborough.ac.uk or library@stamford.ac.uk

We Will:

- Provide and maintain access to the digital library 24-hours a day, 7 days a week (except during planned maintenance and unexpected failure).
- Aim to have at least 2 copies of your key texts and 1 copy of items on your recommended reading list that are available to purchase in print.
- Endeavour to make returned items available for borrowing within 2 hours when Library staff are on duty.
- Provide advice and support through one-to-one or group sessions, self-help guides, online support, and face-to-face contact.
- Give 5 working days notice of any planned disruption to services.

We Expect You to:

- Treat our staff with courtesy and respect
- Check the Student Hub: Library News page regularly for service information and updates
- Ask for help when you need it, by email, phone or in person
- Use and respect the library space, and take care not to disturb others
- Play your part in keeping the library tidy and clean
- Return any items in good condition and by the deadlines set or fines will be incurred

IT Support

We Will:

- Provide and maintain online services making them available 24-hours a day, seven days a week (except during planned maintenance and unexpected failure) including: ProPortal, and Canvas.

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- Provide computers for you to use, including Wi-Fi access to our online services, and access to the internet.
- Supply support for teaching and learning, including modern, high quality audio-visual facilities in our classrooms.
- Announce any planned maintenance of our services via the VLE in good time and no less than five working days before beginning the work.
- Deal with problems relating to these services, to ensure timely restoration of normal service.

We Expect You to:

- Remember your username and password, keep it secure and change it regularly.
- Report any issues you have with the Canvas VLE to your Course Leader and Canvas support promptly at ILT@ieg.ac.uk.
- For IT related queries please email itservices@ieg.ac.uk.
- Report any issues you have with the online resources/databases to the Library.

Student Support

For all students studying with UCP in Peterborough and Stamford, our Student Support Team offer information, advice, guidance, and support for all welfare and pastoral queries for all HE Students studying with UCP. They also manage financial hardship applications.

We Will:

- Provide a welcoming, helpful, non-judgemental, and professional service.
- Offer guidance and support when applying for extensions, intermissions, or extenuating circumstances. They will also advise you of any effects this will have on your finances and course.
- Provide up-to-date information on Canvas about the range of advisory services we provide and the ways you can access these.
- If needed, refer you to specialist inhouse services or organisations outside our institution.
- Support/refer students with additional learning needs.
- Follow the attendance monitoring process.

We Expect You to:

- Treat our staff politely and with respect.
- Check the information provided on the Student Support pages on Canvas.
- Contact a member of the team as soon as possible if you are unable to meet

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the requirements of your course due to unforeseen circumstances.

- Provide us with all relevant information and documents we need to help us meet your needs or deal with your circumstances.
- Tell us as soon as possible if you have any personal requirements that we will need to make adjustment for.
- Attend appointments you have arranged with us, or let us know beforehand if you're not able to be there.
- Report safeguarding concerns to **07740456720** for those studying at the Peterborough campus and **07810161010** for those studying at the Stamford campus.

Prayer Room and Chaplaincy

At UCP, we want to support your learning experience as much as possible, and so in we have Prayer Rooms at both Peterborough and Stamford College.

At Peterborough, the prayer room is located opposite the Wellbeing Centre. If you are unsure how to find this, speak to Reception at the College, or enter through the main entrance, head towards the Library and continue past the RAF area. You should then find the Wellbeing Centre, where the prayer room can be located, with separate areas for men and women.

At Stamford it is located next to Student Services (which is behind Reception on the main College campus) and is referred to as the Contemplation Room.

We also have Steph, our chaplain, at UCP. She can be found on Wednesday mornings in the Atrium. Steph is there to support all our students, regardless of religion.

The Academic Appeals Procedure

If you think there was maladministration in the way an assessment was carried out, or you have extenuating circumstances, you should use the academic appeals process, as set out in the academic regulations, or approach the Student Officer or Student Support. All relevant documents can be found at www.ucp.ac.uk/policies/.

The Student Disciplinary Procedure

We can use our student disciplinary procedure if we have to take action against you because we believe that you have broken our code of conduct or breached this Student Charter, this is available at www.ucp.ac.uk/policies/.

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YOUR STUDENT VOICE

Feedback

We always welcome your views on the student experience that we provide and value your feedback. We encourage you to tell us about issues so we can solve and avoid these impacting your studies further.

Please also let us know what we are doing well so we can do more of it. We are committed to providing you with an excellent experience and we use your feedback to influence the decisions we make. There are a number of ways to get your voice heard.

We Will:

- Give you regular opportunities to comment on your course.
- Listen and respond to your feedback.
- Involve you in the decision-making process.
- Provide you with actions taken following your feedback.

We Expect You to:

- Provide feedback and complete module/unit evaluation surveys.
- Complete student experience surveys such as the National Student Survey (NSS) and Graduate Outcomes.
- Use your student voice to help make changes to policies throughout your time with us to improve the student experience.

Course Representation

Every course has the opportunity to elect a Student Representative who make sure that your comments and any issues on your course are raised with your teaching staff. Their role is to represent the views of the group and to support individuals by signposting where information and guidance can be found.

Alternative representation is also available to cohorts who would not benefit from a singular, permanent Student Representative. Further information on this process and all solutions available can be found in the Student Rep Guidance here: https://canvas.ucp.ac.uk/courses/3079/pages/student-reps-and-ambassadors

We Will:

- Hold elections for your course representatives no later than teaching week four and meet the expectations agreed upon in the Higher Education Course Representative Guide.

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- Provide relevant training which will allow Reps to support your cohort constructively and democratically.

- Help you to give feedback and make improvements to your experience by supporting the representation system.

- Listen to your feedback and either work with you to find solutions or give explanations for why things are done the way they are.

We Expect You to:

- Participate in all Student Representative elections.

- Engage with the method of representation your cohort is using, and provide feedback to your Representative, or others where applicable.

- If you are a Student Representative, undertake the relevant training and feedback.

- As a Rep make sure you are addressing issues raised by your cohort and not your personal concerns.

- Let us know about any issues you're having using informal mechanisms first. If you have an issue you wish to raise in a more formal way, you can either speak to the Student Officer or Student Support Team in applying these.

Student Officers / Council

The role of the Student Officers is to ensure your voice is heard, and also to support you through the various lines of communication, such as the complaints process.

They can be contacted at any point through these processes, or at any time for support during term time and holidays through the student officer email: studentofficer@ucp.ac.uk.

The Student Officer chairs meetings, in which we encourage all representatives to attend and also any students who are interested. During these meetings, they listen and respond to feedback which has been brought to them by course representatives.

They strongly encourage both positive feedback as well as areas to improve, so the positives can be used to better other courses and the areas to improve can be resolved.

As well as this, they can also help you to create societies for your fellow students, or to pursue your own interests. We currently have student led groups, such as Inside the Box, our student magazine and radio station, however we do encourage students to pursue their own interests, and the Student Officers will be there to guide you through that process.

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Student Complaints and Positive Comments

If you're not satisfied with our facilities or services, or you want to complain about an individual, you should use our Student Complaints Procedure.

The Student Complaints Procedure is published on our website and all relevant documents for students studying with UCP can be found at www.ucp.ac.uk/policies/.

Complaints are handled in the following ways and must adhere to the process and order outlined:

Stage 1: Early Resolution; which includes informal procedures and the completion of an Informal Complaint form, that is reviewed by your Faculty HE Manager.

Stage 2: Making a formal complaint; where a student, displeased with the result of Stage 1, completes a Complaint Stage 2 form.

Stage 3: The review stage; where a student that believes appropriate procedures were not followed, or the decision made was unreasonable, may appeal to a higher

level within UCP or to the awarding body for review.

If you're happy with your studies, student experience and the support you receive, please let us know so we can do more of what you like. You can do this by emailing the Academic Office. AcademicOffice@ucp.ac.uk

We Will:

- Take all concerns and complaints seriously and deal with them constructively, confidentially and with fairness and consistency.
- Provide advice and information on how procedures work, and encourage you to ask for help from the Student Officer.
- Not treat you differently from other students because you have been involved in any procedure.
- Keep to the deadlines in each procedure.
- Amend our practice if complaint trends are identified and share information with our governing body who will require action to be taken.

We Expect You to:

- Be aware that our policies and those of awarding bodies are available at www.ucp.ac.uk/policies/.
- Try to sort out any problems with the person who is directly involved, or with the support of the Student Officer.
- Use the ways of giving us feedback and use the Student Complaints Procedure fully before trying to involve any outside organisations.

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- Be reasonable in your response to any action we take to sort out the problem.
- Follow the lines of communication as detailed in the student communication diagram at the end of this document.
- Tell us promptly of any issues so that we may resolve them in a timely manner.
- Report any broken equipment immediately to reception.

FEES AND COMPLETION

Fees and Other Funding

We Will:

- Publish our standard tuition fees on our website at least 6 months before the start of the academic year.
- Help you understand our tuition fees and bursaries and provide advice on how to apply for any other financial support.
- Tell you about any extra costs, for example costs for course materials, at the start of your course.
- Acknowledge that we've received finance related questions within 5working days.

We Expect You to:

- Make all the financial arrangements you need with anyone who's funding your course, such as, your employer or the Student Loans Company, before your course starts and pay when due.
- Supply evidence that your course will be funded either by Student Finance, an employer, yourself, or complete a Direct Debit mandate before commencement of your course.
- Tell us as soon as possible if you or whoever is funding your course is having problems paying your tuition.
- Keep to any agreement you have made with us about paying your fees.
- Clear any debts you still owe prior to graduation or arrange a payment plan with our Finance Team, or you will be liable for referral to external debt collectors.

Completing Your Course

We Will:

- Post your final certificate and transcript to your home address.

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- For Higher National students, post your final certificate to your home address within 5 working days of receiving them from the accrediting body.
- Provide access to UCP Futures, who offer all employability services including career guidance, CV advice, application review, interview assistance, further study options and more, ensuring support at every stage of your career journey. To access the support email ucpfutures@ucp.ac.uk.

We Expect You to:

- Make sure your home address on ProMonitor ProPortal is correct before you finish our course.
- Ensure your legal name is correct on the system before you complete our course.
- Understand that if you change your details after this, your cetitifcatecertificate may already have been prepared and/or posted.
- Keep in touch! You're now a valued, lifelong member of our Alumni Network.
- Make sure we have your preferred email address so we can stay in touch.

Keeping Our Promise to You

We consult with our students and staff when we write our Student Charter, updating it every year and reviewing every 2 years. We would like to know what you think of our Charter, how we are doing in keeping our promises, or if we could be clearer about our expectations.

Please provide feedback on the Student Charter by contacting the Student Officer at studentofficer@ucp.ac.uk.

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UCP LINES OF COMMUNICATION

Student Advice Enquiry

Student Support Team

Health and Wellbeing, absence, course transfers. extensions, extenuating circumstances, suspending your study (Intermission), withdrawing, and financial hardship

General feedback. Advice on complaints and student finance.

UCP013 support@ucp.ac.uk

Academic Office

Academic appeals and complaints
Results and formal academic decisions
academicoffice@ucp.ac.uk

Finance Team

Tuition fee queires
studentfinance@ucp.ac.uk

Admissions Team

Application and registration queries
admissions@ucp.ac.uk

Canvas and IT Support

Canvas - ILT@ieg.ac.uk
IT (all other systems) - IT@ieg.ac.uk

Student Experience Enquiry

Student Experience

Social and extra-curricular activities
Student Council

UCP103 studentofficer@ucp.ac.uk

UCP Futures

Employer ready skills
Mentoring
Work Experience
Internships
Volunteering
Employment
Career Progression

ucpfutures@ucp.ac.uk

Acommodation

acommodation@ucp.ac.uk

UCP Reception

Facilities and printing
General enquiries

enquiries@ucp.ac.uk

Course Academic Enquiry

Module/unit content
Assessment feedback
Course issues
Module choices
Timetables

Student Rep

Module Tutor

Course Leader

Lines of Communication should be followed before making a complaint.

◀◀ Support ▶▶

support@ucp.ac.uk

studentofficer@ucp.ac.uk

HE Manager

Arts and Social Sciences, Sport, Forensics, Digital Technologies, & Esports
Nick Reinis-Keightley
nick.reinis-keightley@ieg.ac.uk

Business. Engineering, & Education
Dr. Katie McAllister
katie.mcallister@ieg.ac.uk

Teacher Training, Counselling, & Animal Management
Dan Lee
dan.lee@ieg.ac.uk

Academic Director

Liz Knight via PA
kam.agina@ieg.ac.uk

www.ucp.ac.uk/policies/.

If you have any suggestions or would like to comment on the Charter please contact us:

Visit: www.ucp.ac.uk
Email: support@ucp.ac.uk
Student Officer: studentofficer@ucp.ac.uk

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Peterborough