



University Centre
Peterborough



Peterborough
Regional College



Higher Education Student Charter 2016-2018



For University Centre Peterborough and
Peterborough Regional College Students

Contents

Table of Contents

Our student charter	4
1. Our standards	5
Communicating with each other	5
Our main ways of communicating with you:	6
Email.....	6
e:Vision for ARU students	6
Promonitor and ProAchieve for PRC students.....	7
Virtual Learning Environment (VLE).....	7
2. Starting or continuing your studies	8
3. For your course	9
Learning and teaching.....	9
Attendance.....	10
Timetabling	10
Assessment	11
Course feedback.....	12
4. Dignity at work and study	13
5. Supporting you during your studies	14
University Library – ARU Students	14
All students are able to access the PRC Library	14
IT support	15
Student Support located in UCP	16
6. Listening to you – your feedback and dealing with difficulties.....	17
Feedback	17
Student Surveys	17
Your Course representatives (Student Representatives)	17
Dealing with difficulties	18
The academic appeals procedure	19
The student complaints procedure.....	19
7. Fees and other funding	20
8. Completing your course	21
Keeping our promises to you	21

Welcome from Terry Jones (Principal) and Liz Knight (UCP Academic Director)

'To engage, enable and empower students to meet the challenges of the future'

At University Centre Peterborough (UCP) and Peterborough Regional College (PRC) we are very proud of the achievements and success of our higher education students. In order to ensure your continued success and personal growth we want to ensure that we offer you appropriate support and opportunities. We believe that by working together in effective learning partnerships we can do this. To ensure this happens we all need to understand and comply with the expectations outlined in this document.

We currently have students studying on Anglia Ruskin University (ARU) accredited foundation degree, degree and CIPD provision as well as PRC students studying on higher national certificate and diploma programmes. It is our aim to provide you with a parity of experience even though you may be using different IT networks and have access to different libraries. We hope this Student Charter clarifies how we try and distinguish between these services.

The home of all higher education Student Support Services is the UCP building which is located on the Park Crescent campus. If you have any queries or concerns please visit our UCP Reception or visit staff at our Student Support Hub and they will help you.

Students remain at the heart of all that we do and are integral to the decision making process. Please ensure you read section six of this charter which outlines how you can provide feedback.

We aim to ensure that the attributes of the UCP and PRC graduate result in personal and academic success. The attributes that you will develop are:

- Resilience
- Engagement in and promotion of continuous academic and professional development
- A global perspective and cross – cultural sensitivity and awareness
- Clarity of communication and purpose
- Information and skill expertise
- Intellectual autonomy and enquiry
- Adaptability

We wish you well and every success during your time with us.



Our Student Charter

Our student charter outlines what you can expect of us and what we expect of you.

We will expect all staff and students to contribute to a supportive learning environment and work in line with our values, as outlined in our 2014 -18 HE Strategy.

Our Values

1. Student and Employer centred

UCP aims to achieve a high quality learning and teaching experience for every customer

2. Excellence

UCP strives for excellence in all areas of activity

3. Respect, Openness, Trust and Integrity

UCP treats all individuals with respect, celebrates diversity and recognises each other's contributions

4. Collaboration

UCP seeks to work in partnership to support our mission

To achieve success as a student you need to fully engage with your course. You should attend all timetabled sessions, 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 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 Personal 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
- You should not normally do more than 15 hours of paid work each week

If you're a part time student you should adjust this, for example if you're studying for 75% of a full time course you should study at least 26 hours.

NB: Following advice from the Competition Markets Authority, we have reviewed this document to include:

1. *Clearer guidance on academic appeals and right of recourse to the awarding body*
2. *Clearly identified additional costs you will incur during your studies*
3. *Identified that non-payment of tuition fees may result in you not graduating or progressing to subsequent years of study.*

(updated 19th June 2017)

1. Our standards

We aim to provide you with the best possible service. To make sure we achieve this, we've set standards for the service you can expect from us.

We Will:

- Treat you fairly with dignity, courtesy and respect
- Deal with your enquiry immediately. If this is not possible, we will tell you who is dealing with your enquiry and update you regularly on their progress
- Provide a private area where we can discuss any confidential enquiry
- Tell you how you can give us your views on the services we provide
- Arrange appointments at times we both agree on, and tell you in good time, wherever possible, if we cannot keep an appointment
- Aim to increase our levels of customer service (one of our main aims is for 90% of our students to succeed academically and personally, 90% to be satisfied and for 9 out of 10 students to say they would recommend us to a friend)
- Answer 80% of phone calls within five rings or 20 seconds
- Answer 90% of letters that need a response within five working days of receiving them
- Answer 90% of emails that need a response within five working days of receiving them (if the member of staff concerned is absent you will receive an out of office response telling you who to contact)
- Meet you within 10 minutes of agreed meeting times
- Do our best to sort out any problems as quickly as possible

We have set standards for our staff but we also expect you to:

- Behave respectfully in our university centre and college and with local communities
- Attend all timetabled teaching sessions and appointments made, and arrive on time
- Tell us if you have a disability or any other special circumstances that we may need to take into account
- Tell us if you're not happy with us for any reason

Communicating with each other

We will:

- Make sure that when we communicate with you we are always clear, respectful and accurate
- Respond to you within the response times set out in our standards when you communicate with us
- Provide access to our online services 24 hours a day, 7 days a week, whether you're on or off campus.

We expect you to:

- Make sure that you're always clear, respectful and accurate and include your student identification number (ARU) when you communicate with us. PRC students also need to use their student number.
- Use all our communication systems responsibly and do nothing that might damage the reputation of our university centre or the integrity of the qualifications we award
- Make sure that you keep your username and password for our systems secure – change your password regularly and never give it 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

Our main ways of communicating with you:

Email

Your Anglia Ruskin student email account is the main way we will contact you personally. PRC students will be contacted via their student email account and VLE announcements.

We will:

Only send messages to your student email account that are to do with your student experience

We expect you to:

- Use your student email system when you contact us so that we know who you are
- Check your student email account daily, and respond to any messages that require you to take action within five working days, or sooner if needed
- Use My.Anglia (ARU) or PRC VLE to use online and library resources. We expect you to visit this twice a week.

e:Vision for ARU students

Our student web portal is called e:Vision. You will use e:Vision to register for your course, access your personal timetable, update your personal details and find your assessment dates, as well as view your results.

We will:

- Provide 24-hour access to e:Vision (using the same username and password that you will use to access your student email account)

We expect you to:

- Access e:Vision at least twice a week
- Check that your personal information on e:Vision is correct and update it with any changes – it is your responsibility to make sure that we have correct

contact details for both you and the person you want us to contact in an emergency

Promonitor and ProAchieve for PRC students

Your grades and progress are recorded on this system. We ask that you also contribute to the personal development sections of this programme.

Virtual Learning Environment (VLE)

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

We will:

- Provide access to our VLE (you will use the same username and password that you will use to access your Anglia Ruskin student email account and My.Anglia). vle.anglia.ac.uk
- PRC students will use ProPortal and moodle.peterborough.ac.uk. For support contact vle.support@peterborough.ac.uk. We will provide 24 hour access to this facility.
- Make sure that online course material associated with a module/unit is available to you when you commence your course

We expect you to:

- Access your VLE course sites daily
- Access ProAchieve on a weekly basis.

Starting or continuing your studies

We know starting a new course or a new academic year can be daunting. By following any instructions sent to you and contacting us if you have any questions, you will soon settle into your studies and university life.

We will:

- Welcome you and organise a programme of activities to help you prepare for your studies
- Send you information on how to register for your course and enrol for your course. This needs to be done each year. ARU students must undertake an online registration.
- Give you access to your course information and other important documents, including this Student Charter (all HE Students), our ARU Assessment Regulations and the UCP Rules, Regulations and Procedures for Students. These will all be located on the UCP website: www.ucp.ac.uk. HNC/D policies and regulations are also available on the UCP website. All HE students will find details on how to access relevant policies and procedures in their course handbooks.
- Tell you what your arrangements will be for personal tutoring

We expect you to:

- Start the course at the correct time – or tell us if you're going to miss the start date for any reason. You will need to agree a delayed start date with us as there may be funding implications for you and we always want to ensure you receive the best possible experience when studying with us.
- Register for your course online before you start your course or within the first few days if you are studying an ARU accredited course. All students need to undertake enrolment.
- Provide extra information as part of your registration when we ask you to do so
- Take part in the programme of activities we organise and read any information we give you, including our regulations, to help prepare you for your studies
- Keep to the personal tutoring arrangements we've made for you
- Let us know if you have any particular needs we can help you with.
- 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.

If you fail to do any of the above it will have a detrimental effect on your studies.

2. For your course

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.

Learning and teaching

We will:

- Provide a range of learning and teaching approaches supported by a well-equipped learning environment and give you access to our virtual learning environment (VLE) for every module/unit you register on
- Make all appropriate information available on the VLE
- 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 seven working days to make up any teaching missed
- Use the most appropriate means for example email, phone, text messaging or classroom door, to tell you the time and location of any re-scheduled class
- Offer you alternative contact details if the person you're trying to speak to is unavailable
- Tell you the most appropriate way to contact a member of staff or who to contact if they're absent
- Provide, by the beginning of the first week of teaching, an up-to-date reading resource list for each of your modules/units

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
- Discussions and debates in class need to be approached in 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 while in class. If you have a specific need please advise your lecturers in advance.
- Use our Virtual Learning Environment (VLE) and the other forms of technology we provide to help you with your studies
- Tell us about any problems that may affect your studies or if you're unhappy with your choice of course
- 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

- Keep in regular contact with the lecturer providing your personal tutoring and take advantage of the specialist support we provide for you
- Respect individuality and diversity and have concern for the environment
- Re-register and enrol for your course each year.

Attendance

To make sure you and your fellow students get the most out of your course, we ask you to attend all timetabled lectures, seminars and other activities that are part of your course.

We will:

- Monitor your attendance at timetabled classes and contact you if you do not attend
- Start classes within two 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 10 minutes late for class
- Address persistent lateness with you

We expect you to:

- Attend every session that is part of your course
- Prepare well and 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
- Not come into class if you're more than 10 minutes late unless you have made a prior arrangement with your lecturer

Timetabling

We will:

- Give you access to your personal timetable 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, but wherever possible before 6pm (certain groups may be taught outside of these hours, for example Saturdays for block release groups). Some specialist field trips/events/exhibitions may need to be scheduled at the weekend
- Produce a reasonable timetable avoiding days with only one hour of teaching wherever possible.

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..

Assessment

We will:

- Provide, by the beginning of the first week of teaching, a current module guide with all the information you need for each module, including details of assessment tasks, the deadlines for these tasks, the required format and any relevant guidance. For PRC students, this information will be included in your Course Handbook
- Give you clear advice and information on good academic practice to help you avoid accusations of plagiarism (submitting someone else's work as if it is your own) and other academic offences
- Provide you with guidance on the ethics and good conduct of research
- Tell you when, where and how to hand in your assignments, what will happen if you try to hand in an assignment late and, in exceptional circumstances, how to ask for an extension
- Use published assessment criteria and marking standards on all assignments to make sure marking is fair and consistent
- 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 you have one)
- Provide you with formative and summative feedback
- Publish a detailed exam timetable at least four weeks before your first examination
- Tell you when your results will be published on your e:vision (ARU students) account or Pro-Monitor (PRC students) account
- Make sure that if you're a student with a disability, we provide extra support as appropriate, if you have informed us of your needs prior to the assessment period
- Publish a detailed "resit" exam timetable 10 working days before the first resit exam
- Offer you extra help if you fail and need to resit an exam or retake a module/unit or other type of assessment

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

- Make sure you're familiar with our research ethical approval requirements and obtain ethical approval for your research
- Make sure that you have understood all assessment information including deadlines, exam dates, and how you should present and hand in your assignments
- Be aware of the academic rules relating to your studies and complete all assessments in your own words, and keep to the guidance on good academic practice
- Present your written work in a word-processed format, and include all appropriate references correctly
- Hand in your assignments in a plastic wallet/bound format to prevent them getting damaged or papers becoming separated
- Organise your workload so you can hand in your assignment on time
- Collect your marked written assignments and keep them until you finish your course
- Use the feedback you receive on your work to improve in future assignments
- Hand in any claim for mitigation within five working days of the assignment deadline or exam date. You can hand in a claim for mitigation if you think your performance in any assessment was affected by unexpected circumstances. The limited numbers of unforeseen or unexpected circumstances for which you may claim mitigation are explained clearly in our Academic Regulations (ARU). PRC students should consult the guidance in their course handbook and those published on the UCP website <https://www.ucp.ac.uk/policies/>.
- Retain your assignment submission receipt and copies of written work until your marks have been confirmed by the assessment panel or panels.

Course feedback

We are committed to providing you with an excellent experience and we use your feedback to influence the decisions we make.

We will:

- Give you regular opportunities to comment on your course
- Listen and respond to your feedback
- Involve you in the decision making process

We expect you to:

- Complete module/unit evaluation surveys when we ask you to do so
- Complete student experience surveys such as the National Student Survey (NSS) and Destination of Leavers from Higher Education (DLHE)
- Tell us as quickly as possible if you have any concerns. Your Course Handbook outlines this process.

3. Dignity at work and study

To make sure everyone's experience is a positive one, we will:

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

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 and 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)
- Not come into class if you're more than 10 minutes late, unless you have made a prior arrangement with your lecturer.
- If you are unavoidably late please make every effort not to disrupt the learning of others by entering the session quietly and asking for guidance at a suitable point.
- Wear your ID badge at all times and so it can be seen by students and staff. This ensures a safe, secure environment for all. If you fail to do this there may be disciplinary penalties.

4. Supporting you during your studies

We will help you during your studies by offering a range of high-quality support services.

University Library – ARU Students

ARU has three libraries at Cambridge, Chelmsford and Peterborough as well as an extensive digital library providing on and off campus access to databases, e-journals and e-books.

We will:

- Provide 24-hour access to the digital library at least 98% of the time
- Aim to provide long opening hours which are displayed on our website. This includes 24 hour opening at certain times of the year in Cambridge and Chelmsford
- Provide clearly designated areas for quiet, silent and group study
- Have at least one copy of every item on your recommended reading list in stock
- Make returned items available for borrowing within two hours when university 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
- Provide IT helpline support all day and through the night
- Give five working days notice of any planned disruption to services

We expect you to:

- Treat our staff with courtesy and respect
- Check our website regularly for service information and updates
- Check your Anglia Ruskin email account, preferably daily, for library notices
- Ask for help when you need it, by email, phone or in person
- Buy key texts where these are set out in module guides
- Play your part in keeping the library tidy and clean
- Use and respect designated zones for the specified purpose only, and take care not to disturb others

All students are able to access the PRC Library located at our other campus

We will:

- Provide clearly designated areas for quiet, silent and group study
- Have at least one copy of every item on your recommended reading list in stock
- Provide advice and support through one-to-one or group sessions, self-help guides, online support and face-to-face contact
- Give five working days" notice of any planned disruption to services

We expect you to:

- Treat our staff with courtesy and respect
- Check our website regularly for service information and updates
- Ask for help when you need it, by email, phone or in person
- Buy key texts where these are set out in module/unit guides
- Play your part in keeping the library tidy and clean
- Use and respect designated zones for the specified purpose only, and take care not to disturb others

IT support

Our Information Technology Services provide and maintain many of the IT services that you will use while studying with us. Please note those studying for ARU accredited courses will be using a different IT service.

We will:

- Provide and maintain online services including making My.Anglia, e:vision, ProAchieve and our VLEs available 24-hours a day, seven days a week (except during planned maintenance and unexpected failure).
- Provide computers for you to use on many of our campuses and sites, including WiFi access to our online services and access to the internet
- Supply support for teaching and learning, including modern, high-quality audiovisual facilities, in our classrooms
- Announce any planned maintenance of our services on My.Anglia or via PRC VLE in good time and no less than five working days before beginning the work
- Deal with problems relating to these services as a matter of urgency, 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 our online services or open-access areas to Library & IT Support on 01245 68 6600 or log a query via libanswers.anglia.ac.uk for those of you on ARU accredited programmes.
- Those of you on PRC courses (HNC/D provision) should contact ITSU on 01733 762211 or email ithelpdesk@peterborough.ac.uk.

Student Support located in UCP

Our Student Support Services offer advice, information and support to help you to develop the skills you need to succeed. You can ask the UCP Student Support Centre for help in contacting academic staff. They also act as a referral service for our accommodation and coordinate a range of extra-curricular activities for you. They support all HE students whether you are on an ARU or Edexcel Pearson programme (HNC/D).

We will:

- Provide a welcoming, helpful and professional service – our staff will be informed and polite and will not judge you
- Offer guidance and support when applying for intermissions, mitigations and extensions. They will also advise you of any effects this will have on your finances and course.
- Widely publicise the range of support, information and advisory services we provide and the ways you can access these
- Provide you with relevant and up-to-date information about our services and what we can offer
- Provide information about a range of government and university funds available and help you to apply
- Do our best to provide you with the information or other help that you need without sending you to someone else
- If needed, refer you to specialist services within Student Services, other university/college departments or organisations outside our university centre and college

We expect you to:

- Treat our staff politely and with respect
- Provide us with all relevant information and documents we need to help us meet your needs or deal with your question
- Tell us as soon as possible if you have any special requirements that we will need to make adjustment for
- Go to any events or appointments you have arranged with us, or let us know beforehand if you're not able to be there
- Give us feedback if we ask you, to help us improve our services.

5. Listening to you – your feedback and dealing with difficulties

Feedback

We always welcome your views on the services that we provide and value your feedback, whether it's good or bad. Tell us about small problems so we can deal with these before they become big problems.

There are a number of ways in which you can make your voice heard.

Student Surveys

We take student feedback very seriously. Your views help us to make policy, practice and spending decisions, so there are regular opportunities to tell us about your experience of studying with us. It is important that you provide us with feedback so that we can continually improve the experience of our students. We will ask you to fill in a module/unit evaluation forms each time you take a taught module/unit, and will also ask you to take part in student experience surveys such as the National Student Survey (NSS). You might also want to act as a student representative or bring ideas and issues to the attention of your student representative.

We will provide feedback on the surveys we carry out (including module/unit evaluation and NSS results) in a number of ways including via Course Leaders, module reports, You Said We Did posters and via email. We also have a suggestion box at the UCP Reception.

You can also give any comments or suggestions for improvement to any member of staff including:

- Your personal tutor
- Your course leader or module/unit leader
- Your HE Manager
- Student Support
- The Student Council
- Student Representative
- Student Officer
- Student Ambassadors
- Forums with the Academic Director

Your Course representatives (Student Representatives)

Every course has elected student representatives 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 support individuals by signposting where information and guidance can be found. We do ask that you undertake the relevant training if you are interested in undertaking this role.

We will:

- Hold elections for your course representatives no later than teaching week 4 and meet the expectations agreed upon in the "Higher Education Course

Representative Guide”. The relevant training will allow reps to support your cohort constructively and democratically.

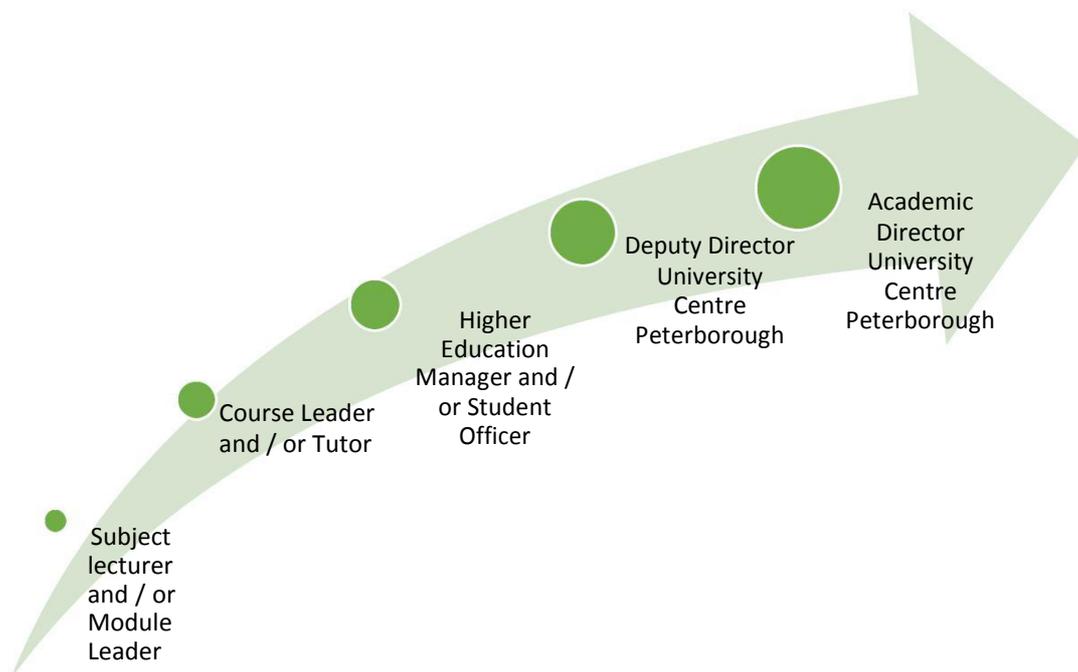
- Help you to feedback and make improvements to your experience by supporting the representation system.

We expect you to:

- Participate in all Student Rep elections
- Know who your representatives are and give them feedback on your experience
- If you are a student representative undertake the relevant training

Dealing with difficulties

We recognise that sometimes things can go wrong. We are committed to putting these things right and ask that you contact us as soon as you have a problem so we can try to sort it out informally and as soon as possible. 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, we have two procedures you can use. It is important you understand which procedure to use.



The Academic Appeals Procedure

If you think there was an administrative error in the way the assessment was carried out, you should use the academic appeals process, as set out in the academic regulations. You have a right of appeal to the awarding / accrediting body. For those on degree programmes this is Anglia Ruskin University, for HNC/D this is Pearson Edexcel.

The Student Complaints Procedure

If you're not satisfied with our facilities or services, or you want to complain about an individual staff member, you should use our student complaints procedure. The student complaints procedure is set out in the UCP Rules, Regulations and Procedures for Students (ARU) and in your Course Handbook. It should be noted that there is a separate complaints policy for HNC/D students which is also available on the UCP website <https://www.ucp.ac.uk/policies/>.

We can use our student discipline procedure if we have to take action against you because we believe that you have broken our code of conduct.

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 and Student Council.
- Not treat you differently from other students because you have been involved in any procedure
- Keep to the deadlines in each procedure

We expect you to:

- Be aware of our Rules, Regulations and Procedures for Students (ARU)
- Be aware of and follow our Code of Conduct for students
- 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 explained earlier in the „feedback“ section before using the formal complaints procedure, and use the student complaints procedure fully before trying to involve any outside organisations
- Be reasonable in your response to any action we take to sort out the problem.

6a. Fees and other funding

We realise you will want to know what your tuition fees are and whether there are any other costs associated with your course. You will also want to know if there's any other funding to help you.

We will:

- Publish our standard tuition fees on our website at least six months before the start of your course and every year after that
- Help you understand our tuition fees, and bursaries and give you advice on how to apply for any other financial support you may be able to get throughout your course
- Tell you about any extra costs, for example costs for course materials, at the start of your course (we will publish any other costs, such as library fines, photocopying costs and printing costs in the appropriate areas/facilities).
- Acknowledge that we've received finance related questions within five working days and give you a full response within 13 working 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 finance company, before your course starts
- Make sure you or your funding provider pays your tuition fees when they're due
- Tell us as soon as possible if you or whoever is funding your course are having problems paying your tuition fees or any other costs
- Keep to any agreement you have made with us about paying your fees
- Before graduation or progression between years you must pay all tuition fees. Failure to do this could result in withdrawal from your programme or prevent graduation

6b. Additional Costs

It is expected that you will pay for the following:

- Course textbooks – please note copies are available in the library, but may be reference only
- Library charges for overdue texts and equipment
- Printing and photocopying
- Stationery
- Personal computers
- Replacement ID cards
- Travel to and from placements (if required for your course)
- Resit of modules with attendance due to failure
- Graduation ceremony – this is for hire of your gown, photographs and guest tickets.
- Accommodation – please note you will be entering into a contract with the accommodation provider so please read the terms and conditions carefully.
- Non-mandatory trips and visits related to your course

For those students studying on ARU/UCP programmes we do offer bursaries which are intended to offset these additional costs.

7. Completing your course

We will:

- For ARU students post your final European Diploma Transcript to your home address, as set out on e:Vision, within five working days of the date of the relevant awards board
- Post your final certificate to your home address, as set out on eVision, within eight weeks of the relevant awards board.
- For PRC students post your final certificate to your home address within five working days of receiving them from the accrediting body

We expect you to:

- ARU students must make sure your home address on e:Vision is correct before you finish your course. PRC students must make sure that your home address is correct on ProMonitor (ProPortal) before you finish your course <http://mis-ap1.peterborough.ac.uk/ProPortal/>
- Fill in the Destination of Leavers (DHLE) survey when contacted shortly after you graduate. This is an important national government survey of all university and college graduates that takes place six months after graduation and collects information on employment and further study
- 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 promises to you

We consult with our students and staff when we write our Student Charter and we review it every two years. We would like to know what you think of our charter, how we're doing in keeping our promises, or if we could be clearer about our expectations. Please contact us:

Visit: www.ucp.ac.uk

Email: ucpstudentsupport@anglia.ac.uk

Call: 01223 69 5750

Tell us:

We will monitor how effective our Student Charter is and will publish a report alongside the Student Charter.