

UNIVERSITY COLLEGE CORK
NATIONAL UNIVERSITY OF IRELAND, CORK

STUDENT CHARTER

The University College Cork Student Charter is issued jointly by the University and the University College Cork Students Union. It makes explicit some of the reciprocal responsibilities which members of the University, both staff and students have to each other.

February 2009

This Charter is not a contractual document and is not intended to create legal rights or obligations whether contractual or tortious or otherwise but it is written to foster an understanding between the University and its students. The University and the Students Union expect staff and students to honour the principles of this Charter on a reciprocal basis. Any breach of the obligations referred to in the Charter shall not give rise to any claim for damages or loss (including but not limited to special or consequential loss or damage).

INTRODUCTION

University College Cork's mission is "to be a research-led university of international standing with impact in Munster, Ireland, Europe and the World".

Our aim can only be achieved if there is an active partnership between the University and its students. To this end the University has in consultation with the University College Cork Students Union ("Students Union") produced this Student Charter.

As a student of the University this is your charter. It has been developed by the Students Union of UCC together with the University and reflects our excellent working relationship.

The Charter has been prepared to outline what students can reasonably expect from the University and likewise it sets out the University's expectations of the responsibilities of students as they pursue their studies within the University environment. It is an important statement of our commitment to fostering a University community within which we all have a role and function to perform; within which we all have rights and responsibilities to each other.

It is of the utmost importance that students are fully aware of the contents of this Charter, their entitlements and obligations. The Charter will be distributed annually on registration. It should be recognised that many of the services referred to in the Student Charter are described more fully in other University documents such as the Statutes, College Calendar etc.

The University and the Students Union have agreed to uphold the Student Charter. All amendments to this Charter shall be those agreed by the Student's Union and the Governing Body.

Expectations and responsibilities General

The Students can expect:-

- ❖ To have access to information about the Statutes, Rules, Policies and Procedures of the University.
- ❖ To have clear and concise administrative guidelines and procedures (as they pertain to students)
- ❖ Openness, integrity and fairness in all dealings with the University.

The University can expect students:-

- ❖ To be aware of their responsibilities under the University's Statute, Rules, Policies and Procedures.
- ❖ To observe the conditions which follow from the Statutes, Rules Policies and Procedures.
- ❖ To respect all property of the University and that of its neighbours.

Admission

Prospective and current students can expect:-

- ❖ Access to current and accurate information about courses, application and entry procedures, and information on fees pertaining to academic courses and broad indications of costings pertaining to their respective course.

The University can expect prospective and current students:-

- ❖ To disclose all information required for assessment of their application for admission and to provide truthful statements about their qualification and experience.
- ❖ To make themselves available for interviews or tests which may be part of the selection criteria.

Teaching and Learning

Students can expect:-

- ❖ A supportive, stimulating and challenging learning and research environment delivered through high quality teaching and supervision.
- ❖ Appropriate texts and materials will be selected for their courses given the intellectual and professional needs of the students.
- ❖ Courses which produce high quality graduates.
- ❖ Courses to be regularly reviewed to ensure quality curriculum informed by current research.
- ❖ A clear statement about course requirements at the commencement of the delivery of the course.
- ❖ That any changes made to a course during the academic year will be communicated to them and will not disadvantage them.
- ❖ A clear statement on unacceptable academic behaviour such as plagiarism, cheating, collusion, fabrication of data and breach of copyright.
- ❖ Fair assessment and timely and useful feedback on their performance and progress.
- ❖ The dissemination of final results would be within an appropriate time of the completion of the course.

- ❖ Full appropriate access to academic staff, general staff, and all student services.
- ❖ Access to adequate facilities and resources sufficient for the achievement of their educational goals including library, computing and student services.

The University can expect students:-

- ❖ To work to the best of their abilities.
- ❖ To make themselves aware of all course requirements and to observe them.
- ❖ To raise any question on their progress with the appropriate academic staff in a timely manner.
- ❖ To submit work which is original, and where the work is not original, that the source is duly acknowledged.
- ❖ To make themselves available for academic counselling and feedback when requested.
- ❖ To participate in all activities associated with each unit of study and to comply with workload expectations.
- ❖ To provide constructive feedback in the conduct of the teaching and learning activities.

Appeals

Students can expect:-

- ❖ That clear, fair and open procedures for dealing with appeals will be clearly outlined, published and readily available and provide for feedback on the outcome of such appeals.
- ❖ That if they have a grievance, their grievance will be heard fairly and within a reasonable time, following the given procedures within the University.

The University can expect Students:-

- ❖ To familiarise themselves with the appeals mechanisms and to use those means of resolution available in the published guidelines.
- ❖ To use all available mechanisms for resolving grievances through dialogue and discussion prior to lodging appeals.

Equity and Privacy

Students can expect:-

- ❖ Their needs to be addressed regardless of gender, disability, religion, race, age, marital or family status or sexual preference.
- ❖ To participate fully in University activities without fear and free from discrimination.
- ❖ A safe study environment that meets acceptable standards of health and safety.
- ❖ Full access to their personal files or details held by the University as provided for under the Data Protection Act and the Freedom of Information Act.
- ❖ To be treated with courtesy and respect in an environment free from harassment and abuse of power.
- ❖ Their personal information to remain confidential and to be released to a third party only with their consent or when legally required.

The University can expect Students:-

- ❖ To treat all staff and fellow students with courtesy and respect without regard to gender, disability, religion, race, age, marital or family status or sexual preference.
- ❖ Not to harass or discriminate against staff or other students.
- ❖ To immediately advise appropriate staff if they have concerns for their personal safety.
- ❖ To take every precaution and course of action to avoid being a health risk to others.
- ❖ To adhere to the highest ethical standards in language and behaviour.

Discipline

Students can expect:-

- ❖ That there will be appropriate procedures in place to deal with misdemeanours and serious offences and such procedures will be strictly adhered to.
- ❖ That disciplinary procedures follow the principles of natural justice.
- ❖ That disciplinary penalties will be in proportion to the misdemeanour or serious offence.

The University can expect Students:-

- ❖ To adhere to all general and academic rules, regulations and Codes of Practice as set down in University publications.
- ❖ To obey the law of the land.
- ❖ To behave in a seemly and orderly manner.
- ❖ To be sensitive to the needs of others and consider the good reputation of the University.