

# Student Charter

## Statement of Intent

**This Student Charter sets out the underlying principles of the relationship linking the students to the University. All University students and staff shall honour the principles laid down in this Charter.**

### **YOU CAN EXPECT US: BEFORE THE STUDENT JOINS IN**

- To provide information on relevant courses, entry requirements, fees and any other charges associated with each course, the facilities and support available
- Help the student choose the right course

### **WHEN THE STUDENT JOINS IN**

- To provide the latter with course outline, calendar for the year and time table for the semester
- To provide the student with a Student Handbook which contains information about the University rules and regulations, its policies and facilities available
- To induct the latter onto the course of study and the campus to get to know the learning environment
- To provide an environment that is conducive to learning
- To provide a safe and healthy environment
- To work with the student to help develop learning skills
- To provide the student with the necessary guidance, resources and services throughout his/her studies
- To deal with the complaints in a fair manner
- To provide the student with the opportunity to give feedback through representation on various committees within the University
- To deal with any enquiries in a courteous and effective manner
- To provide Equal opportunities for all students
- To maintain an ethical and professional relationship between staff and student

### **TEACHING, LEARNING AND COURSE**

- To give the student appropriate information about the course and timetable
- To provide a high standard of teaching, guidance and advice
- To have qualified staff to give the student support
- To ensure that lecturers are punctual for all lectures, workshops, practical and tutorials
- To give the necessary facilities and resources to support learning and research through provision of:
  - Library facilities
  - Computer laboratories with internet facilities
  - Availability of Wi-Fi connection
  - Printing, photocopying and binding facilities
- To give the student support in any research work
- To give the student the opportunity to give feedback on the teaching provided

- so that it can be used to further improve the quality of lectures
- To provide a range of assessment methods and ensuring that the student's work is assessed fairly, with appropriate feedback provided
  - To provide assistance for industrial placements, should this be required for the course of study
  - To give the student the appropriate information and provide adequate supervision and guidance for the project, dissertation, presentation or research work

## **WE EXPECT YOU TO:**

### **BEFORE THE STUDENT JOINS IN**

- Provide necessary and accurate information for record purposes and to immediately inform the University of any changes therein
- Inform the University of any disability so that special arrangements can be made, should any adjustment be required
- Make sure that the application is duly filled whilst providing accurate information, and respond to any offer of seat in a timely manner
- Pay all due fees as per Udm regulations

### **WHEN THE STUDENT JOINS IN**

- Read and understand the Student Handbook
- Follow all rules and regulations of the University
- Show respect to and be courteous to other students, staff, or any other person, both on and off-campus
- Make proper use of the University's assets and facilities which are at your disposal
- Not to involve in horseplay amongst peers
- Support the 'green' initiatives of the University

### **TEACHING, LEARNING AND COURSE**

- Be regular and punctual for all classes
- Provide feedback to help us enhance our services
- Complete and submit assignments within deadlines
- Attend exams as per the University rules and regulations
- Not to engage in cheating, plagiarism, or any other such offence
- Ask for advice and any support if needed
- Keep up to date with information relating to your course
- Maintain due confidentiality when you have access to confidential information of any nature.