

Student Charter

(This charter has been updated to reflect the changes we have introduced relating to Covid-19)

The University undertakes to provide you with:

- Excellent educational opportunities to enable you to maximise your potential.
- Information, advice and guidance to allow you to succeed throughout your student journey.
- Innovative, research-informed teaching and excellent extra-curricular activities.
- Opportunities to become a highly employable global citizen through access to industry standard facilities and technology, real-world learning and relevant networks.
- An excellent student experience throughout your student journey, in partnership with the Students' Union.
- Courteous and fair treatment in our dealings with you.
- A safe environment promoting freedom of speech
- Opportunities to feedback on your experiences and a commitment that we will work in partnership with you.
- A friendly and inclusive environment, ensuring equality of opportunity for everyone
- A safe and welcoming environment for all to learn, live and work in which the safety of students and staff is at the forefront of delivery.

Covid 19 - our aim is to keep everyone within the University and the wider community safe, therefore we will also;

- Ensure all face to face learning opportunities are conducted in a safe environment and all steps as are practically possible have been taken to mitigate the risk of spreading Covid 19.
- Provide you with the best possible support through our accommodation and student support teams, should you suspect you have contracted Covid-19.
- Work with external agencies to support the government's track and trace programme and to ensure that we are acting on the most up-to-date advice to protect our community

As a student you undertake to:

- Engage fully with your studies, including online, face-to-face, independent learning and group work.
- Work in partnership with the University to make the most of all opportunities provided.
- Strive to do your best in all that you do.
- Ask for help when you need it from our dedicated and easily accessible team who are available to support you.
- Make the most of opportunities to provide feedback about your student experience.
- Engage proactively with your course representatives.
- Be aware of the University's regulations and information provided in handbooks.
- Ensure you remain up to date about university communications.

Covid 19 - to keep us all safe and to keep the university open, we also ask you to agree to;

- Abide by the principles of the joint commitment for students from the University of Southampton and Solent University.
 - Protecting myself, protecting others, protecting the community
I will do all that I can to protect myself and those around me from the threat of Covid-19 by following all the appropriate laws, rules and guidance. I will not engage in any behaviours that put either myself, my friends or the wider community at risk. I acknowledge that we must work together to keep our community safe and to keep our universities open.
- Follow all public health guidelines regarding Covid-19 as set out nationally by the Government and locally by Solent University which will protect both yourself and others. This includes guidelines on face coverings, social distancing and maintaining good virus-containment hygiene and informing the Student Hub team if you feel you may have contracted Covid-19.
- Encourage others within the student community to act responsibly and follow all recommended guidelines.
- Engage with the wide range of online learning opportunities that are made available to you.
- Maintain a professional conduct throughout all teaching sessions including within virtual / online sessions. This includes being appropriately dressed and in an appropriate setting.
- Not to record any online sessions without permission from your tutor. Most online sessions will be recorded and available for review on SOL.
- Respect room occupancy limits, layouts, seating arrangements and social distancing guidance in all University buildings when on campus or in any university residences
- Follow the regulations of your University residence accommodation contract (where applicable) - including regulations on group sizes, gatherings, use of communal spaces, and cleaning.
- Agree to the rules and requirements relating to online counselling and therapy support. This includes agreeing to not record support sessions without permission.
- Ensure you remain up to date with University communications on COVID-19 and any changes to advice and guidance that is shared with you.