



Francis Campbell, Vice Chancellor

St Mary's University Student Partnership Agreement



Zander Lavall, SU President

St Mary's University, in collaboration with the Students' Union, is committed to ensuring that you succeed in your studies and that you are able to develop academically, personally and professionally. We are dedicated to the development of your intellectual and spiritual potential and aim to foster equality of opportunity for all; creating an inclusive community for all students and staff in accordance with our mission and values.

This Student Partnership Agreement has been produced jointly by the Students' Union and University and together, we will review it each year. The Charter is not a contractual document, but provides a guide to what students, the University and the Students' Union can expect of each other.

The University's Commitments to You

Provide high standards of learning and teaching by:

- Creating opportunities for you to give feedback and responding to your feedback in a timely manner
- Continuously developing all of our staff to ensure we provide the best teaching experience possible

Offer a high quality and relevant curriculum by:

- Involving employees, professional bodies and students in developing our programmes
- Delivering programmes using many different technologies and techniques
- Reviewing our programmes and modules regularly

Provide a supportive, inclusive and welcoming environment by:

- Providing access to academic and pastoral support
- Ensuring counselling, disability and financial advisory services are accessible to our diverse range of students
- Ensuring high quality teaching and learning facilities, including IT and libraries

Prepare you for employment and lifelong learning by:

- Creating opportunities for work experience and volunteering
- Ensuring fair and equal access to careers advice
- Publicising employment opportunities
- Helping you to develop skills to support your learning and employability

Deliver responsive service by:

- Communicating with you quickly and effectively
- Setting clear deadlines for the provision of feedback
- Providing comprehensive information in your programme and module handbooks
- Responding to any complaints promptly and fairly



**St Mary's
University
Twickenham
London**



Your Students' Union's Commitment to You

Represent all students on and off campus by:

- Providing full-time Officers (Sabbatical) and part time Officers (Executive) to represent all students on University committees and to create policy for the Students' Union
- Creating different ways to engage with the Students' Union via democratic positions, activities (such as clubs and societies) and events

Be open, democratic and fair to all students by:

- Providing clear information in various forms including on and offline
- Holding free, fair and open elections
- Creating opportunities for students to feedback on their student experience
- Coordinating inclusive and diverse events
- Providing a safe space where all students feel a sense of belonging
- Providing commercial services that aid the student experience

Assist students with academic and welfare issues by:

- Providing training and support for Programme and School Representatives
- Operating a free, independent advice service via the office of the SU President
- Coordinating welfare campaigns on a range of issues

Your Commitments to us

Take part in active learning by:

- Attending all timetabled sessions and reading/understanding your programme/module handbooks
- Undertaking independent study and participate fully in group work
- Completing and handing in your assessments on time and reflect on feedback to improve your future work
- Taking advantage of opportunities to gain work experience
- Give feedback (both formal and informal) on all aspects of the student experience

Personal and Professional Support

- Keeping your personal information up-to-date by notifying the University about any changes
- Telling the university as soon as you can if there is anything affecting your studies so we can support you
- Asking for help if you need it and seeking out the relevant support services

Being a member of the University and local community by:

- Value diversity and treat students, staff and visitors with courtesy, dignity and respect
- Respecting your environment on and off campus
- Abiding by University Regulations
- Taking advantage of all opportunities that are available to you
- Being respectful to our local community