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Senate

Subject: Loughborough University Student Charter

**Origin: PVC(T)**

**Summary:**

An NUS-UUK Student Charter Group was established in 2010 with support from BIS, to inform the Government’s future strategy for higher education. A Loughborough University working group has produced a draft Charter and has consulted on its content with staff and students, including Loughborough Students’ Union. The attached document incorporates revisions in the light of the consultation.

**Actions Required:**

Senate is asked to approve the Loughborough Student Charter (attached) with a view to implementation in 2011/12 and annual review with oversight from Learning and Teaching Committee. It is asked to note that the Charter will form the introduction to a range of public information (Key Information Sets) that HEIs will be required to provide about their undergraduate programmes.

In 2010 an NUS-UUK Student Charter Group was established with support from BIS to explore current use of Student Charters and other student agreements across the sector. Its report was intended to inform Government’s future strategy for higher education, including the White Paper. The final report was issued in February.

The Student Charter Group *Final Report* stated that “Student Charters will only work if”:

* “[there] is real partnership working with student representatives and students”;
* “[a] charter is regularly reviewed by HEI and SU officers – we suggest annually – so there is a clear management process to ensure that the document is being used and is still relevant. Reviews should incorporate other feedback from students – e.g. satisfaction surveys on teaching and learning and support services”; and
* “[there] is a clear communication and dissemination strategy, also reviewed regularly – to ensure that the whole student body and all HEI staff are informed and engaged”

The University has had in place a small working group, comprising Maurice Fitzgerald (Teaching Centre), Alice Swinscoe (LSU V-P Education), Ian Cairns (Director, Marketing and Communications) Rob Pearson (Academic Registry) and myself. This Group has produced initial drafts of a Loughborough University Charter and has conducted extensive consultations with staff and students, including Loughborough Students Union. The attached document covers all students, including postgraduate research students. It incorporates amendments in the light of consultation.

Senate is asked to approve the Loughborough Student Charter, with a formal launch in 2011/12. It is proposed that the contents of the Charter should be kept under review annually through Learning and Teaching Committee.

The Charter will form the introduction to a range of public information that HEIs will be required to provide about their undergraduate programmes. Details of this public information are expected from Hefce in July.

Date –`June 2011  
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