

## **Sheffield Hallam University Student Charter**

Our Student Charter has been jointly created by the University and Students' Union. It sets out what we expect from you as a student and what you can expect from the University and Students' Union.

Our purpose is to transform lives. We shape our students' futures, preparing them to succeed and thrive.

### **Our Commitment to You**

As a student of this University—whether studying full-time, part-time, on campus, online, through an apprenticeship, or one of our UK Collaborative Partners—you are a valued member of our diverse learning community. This Charter outlines our shared commitments to ensure your experience is inclusive, empowering, and respectful.

### **We Will:**

#### **Provide an Inclusive Learning Environment**

- Ensure all students are welcomed and supported regardless of background, identity, or mode of study.
- Make reasonable adjustments to support accessibility and individual needs.
- Promote equality, diversity, and inclusion.
- Secure and promote freedom of speech and academic freedom within the law.

#### **Deliver High-Quality Education**

- Offer programmes which are academically rigorous, relevant, and accessible.
- Provide clear information about your course, assessments, and learning outcomes.
- Support your academic progress through timely feedback and accessible resources.
- Provide clear and accessible information about the University [concerns and complaints process](#), including timelines and escalation procedures.

## **Support Your Personal and Professional Development**

- Offer opportunities for skills development, career planning, and employability.
- Recognise the unique needs of apprentices, including workplace learning and employer collaboration.
- Provide access to wellbeing, financial, and academic support services.

## **Foster a Respectful and Safe Community**

- Promote a culture of mutual respect, integrity, and kindness.
- Take action against bullying, harassment, discrimination, or misconduct.
- Ensure your voice is heard through student representation and feedback mechanisms.

## **We Ask You to:**

### **Engage Fully in Your Learning**

- Attend and participate in scheduled learning activities, whether on campus, online, or in the workplace.
- Take responsibility for your own learning and development.
- Meet deadlines and academic standards with integrity.
- Read and abide by the University's [regulations and codes](#), those governing your course and the law.

### **Respect Others and Contribute to the University Community**

- Treat fellow students, staff, and partners with respect and courtesy.
- Value diversity and contribute to an inclusive community.
- Use university facilities and resources responsibly.
- Share your views to help us improve through feedback and representation.

### **Hallam Students' Union Will:**

- Collaborate with the university through its representation system and elected officers to amplify your views and enhance your university experience.
- Offer signposting and independent advice to support you in navigating the university's procedures and student life.
- Foster an inclusive community and create opportunities to enrich your academic experience through student-led societies and events.

- Champion student voice through campaigns and advocacy and present opportunities to participate in its democratic processes.

### **Working in Partnership**

We believe that education is a partnership. Whether you are an undergraduate, postgraduate, apprentice, lifelong learner, or UK Collaborative Partner student we are committed to working with you to create a positive, inclusive, and transformative experience.

We expect you to understand the obligations in your contract with the University or its representative including the financial obligations associated with enrolling on your course and ensuring payments for which you or your sponsor are responsible are made when due.

To note: When referring to inclusion within this Student Charter this does not mean suppressing or restricting freedom of speech or academic freedom within the law even if some may find the speech shocking, disturbing or offensive.

In the event of any conflict between this Student Charter and freedom of speech or the University's Freedom of Speech Code of Practice (Code), freedom of speech and the Code will prevail.

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