



### Document Control Record Template

<b>Academic Quality Assurance and Enhancement Handbook</b> Volume 1: No 6	
<b>Document Title</b>	TUS Student Charter
<b>Document Entrust</b>	Academic Council Subcommittee: Student Experience and Access
<b>Document Status</b>	Approved
<b>Revision No</b>	1
<b>Pages</b>	Page 2 of 11
<b>Approval Body</b>	Academic Council
<b>Date of Approval</b>	01/12/2023
<b>Next Revision</b>	2027

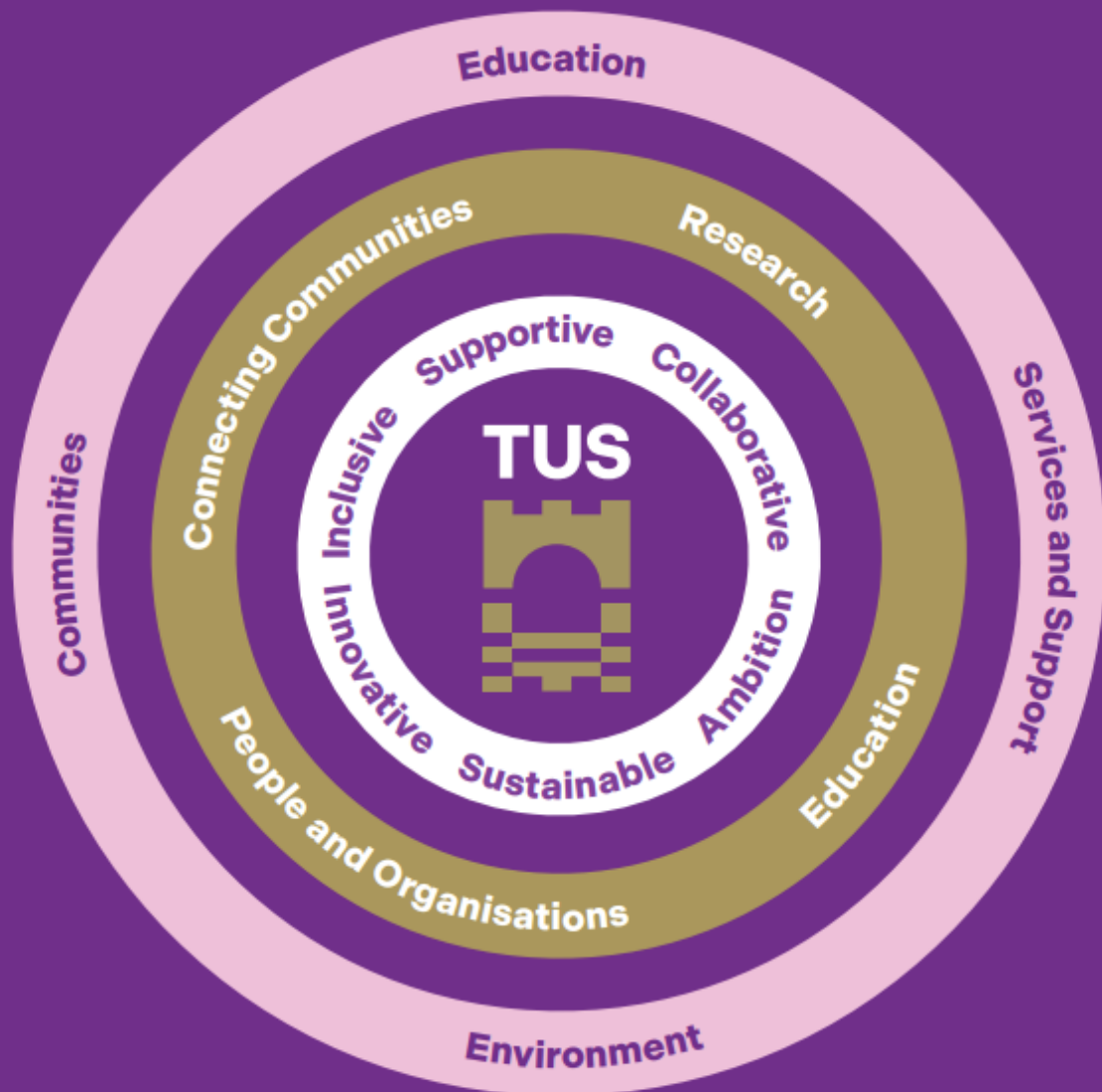
<b>Revision History</b>	
<b>Revision No</b>	<b>Comments/Summary of Changes</b>
1.0	Approved



## **Student Charter**

Technological University of the Shannon

# Student Charter Framework

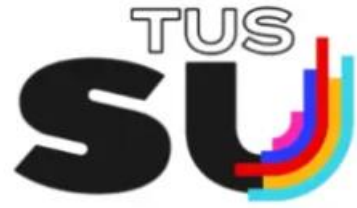


"We operate in a responsive manner where integrity and excellence underpin all we do. We are honest, fair and ethical through our words and actions"

**TUS Strategic Plan 2023-2026**



# TUS



## Student Charter Framework

### ***Governing Strategic Framework for the Student Charter***

At TUS, our *purpose* is to provide leading student-centred higher education that is research-informed, regionally relevant and accessible to all.

The *vision* of TUS, as outlined in its Strategic Plan 2023-2026, is to be a catalyst for sustainable change through education and research that transforms lives, our region and the world beyond.

TUS espouses to operate in a *responsive* manner where integrity and excellence underpin all that we do. We believe in being honest, fair and ethical in our words and actions.

This principle, our purpose and values, underscore the TUS Student Charter.

The TUS Student Charter explicitly identifies what students can expect from TUS and what TUS expects of its students, framed in the context of TUS delivering its four strategic priorities, centred on: Education, Student Services & Support, our Environment, and our Community.

### ***Purpose of the Charter***

Connectivity and creativity are cornerstones for TUS, working and delivering together in a partnership approach to ensure that the student, who is at the heart of our technological university, is supported throughout their academic journey. We value the transformative impact that education has on our key stakeholders and students, who are centrally identified within this charter.

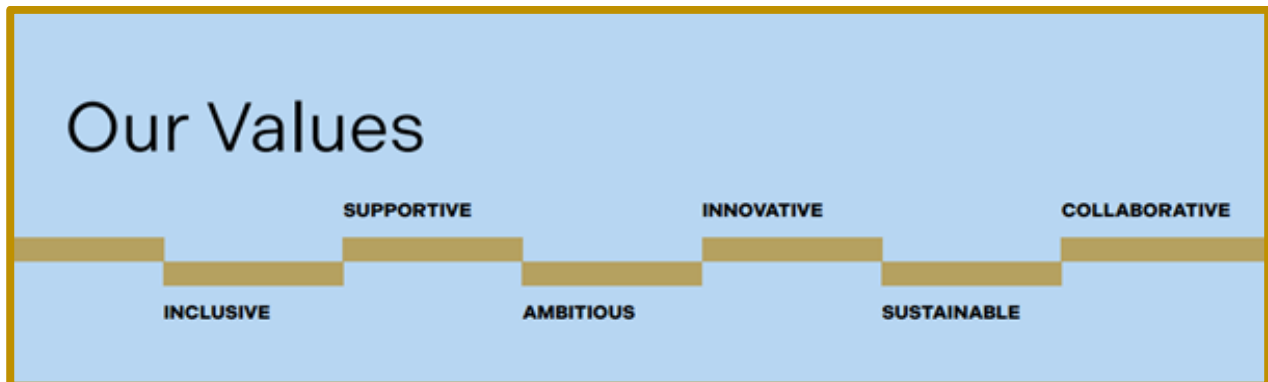
TUS recognises its responsibility to provide students with an environment that is conducive to a quality educational experience. Our goal is to foster and maintain a cohesive culture underpinned by the core values of our technological university and embraced by all. TUS is a community of staff and students, and this student charter outlines the obligations and expectations from the TUS community.

This charter is part of a wider [framework](#) of quality assurance and enhancement that ensure the TUS community can maintain and build on the value TUS places on operating in an environment where integrity and excellence underpin our operations.

Students and staff should be familiar with the regulations, policies and procedures that govern the academic and operational environment of TUS, and in particular students should be aware of the governing [academic regulations](#) of TUS and the governing [student polices](#).

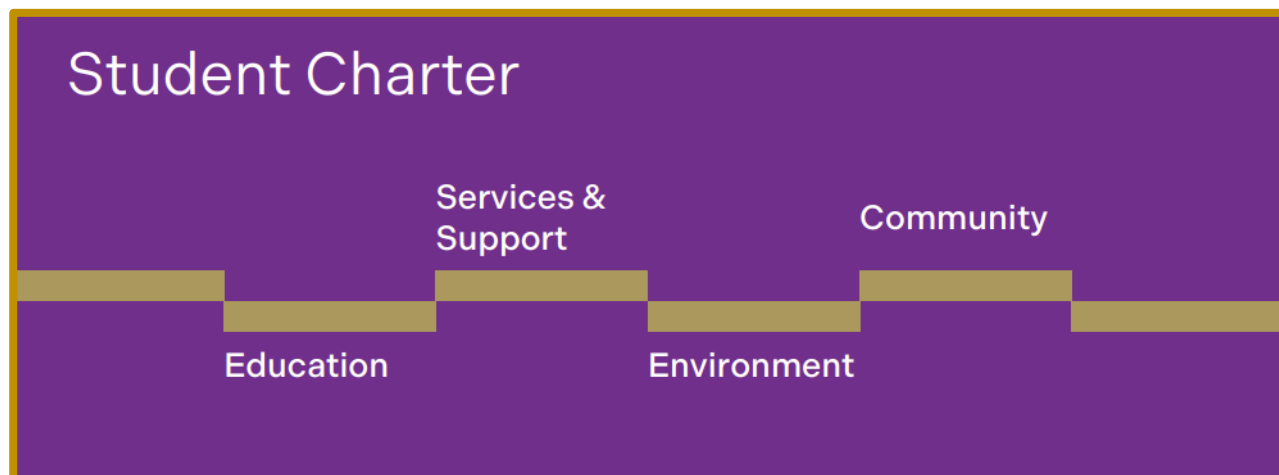
*Note: This charter does not supersede the [Handbook of Academic Regulations and Procedure](#) and is not intended to create legal rights that are not already in existence and cannot give rise to any claims.*

## TUS Values that support the Enactment of our Student Charter



<b>Inclusive</b>	We embrace diversity as a key strength where everyone is included and has an equal opportunity to progress and achieve.
<b>Supportive</b>	We care about our people and their well-being, and we maintain a student-centred ethos in all we do.
<b>Ambitious</b>	We set high standards and are courageous in our actions to deliver impact and achieve our potential.
<b>Innovative</b>	We are forward-looking and encourage creativity and exploration that fosters unique ideas and inspires transformative change.
<b>Sustainable</b>	We are thought leaders and adopt a whole of institution approach to the challenges of sustainable development.
<b>Collaborative</b>	We are open, connected and engaged in bringing people together to develop, co-create, and share knowledge for the benefit of our region and beyond.

## The Strategic Enablers of the TUS Student Charter



This Student Charter explicitly identifies what students can expect from TUS and what TUS expects of its students framed in the context of TUS delivering its four strategic priorities, aligning with the Student Charter Enablers: Education, Student Services and Supports, our Environment, and our Community.

STRATEGIC ENABLERS	
<b>Education</b>	TUS has a strategic priority and commitment to provide a relevant high-quality education, focused on interdisciplinarity, delivered in both traditional and flexible ways to cater to a diverse cohort of students, across multi-campus locations.
<b>Services and Support</b>	TUS is committed to maintaining a student-centred ethos in all we do, providing support mechanisms to staff and students to reach their goals and fostering the development of graduates that can make a positive tangible societal impact.
<b>Environment</b>	TUS has committed to operate as an integrated organisation, where everyone's potential can be realised, and where all individuals are provided with equal opportunities, sustaining a well-functioning structure that supports the successful achievement of purpose, strategic priorities and desired outcome.
<b>Community</b>	<i>TUS Core Values</i> 'Inclusive', 'Supportive' and 'Collaborative' are the foundation of the TUS community. TUS is committed to generating greater opportunities for students, through our connected region, integrated campus community, diverse alumni and international partnerships.

## EDUCATION

**TUS Strategic Priority:** *TUS is committed to providing a relevant high-quality education, focused on interdisciplinarity, delivered in both traditional and flexible ways to cater to a diverse cohort of students, across multi-campus locations.*

### TUS undertakes to:

- Provide an educational and learning experience that is student-centred and enables a diverse cohort of learners to each have an equal opportunity, irrespective of campus or discipline, to learn, interact, connect and co-create their learning experience within the TUS community.
- Provide high standards and quality curriculum based on best practices in teaching, learning and research.
- Facilitate learning that is research-informed, adopts interdisciplinary approaches, allows students to take ownership and responsibility for their own learning, and promotes excellence at all levels with high-quality teaching and assessment practices.
- Provide timely and relevant information to students in terms of programme structure; content; expected learning outcomes; and assessments schedules, criteria and submission deadlines.
- Provide fair and challenging assessments in line with the programme academic standards and the qualification level of the programme.
- Provide clear, constructive, appropriate and timely feedback on academic performance based on submitted assessment work.
- Provide and enact clearly and consistently the governing regulations, policies and procedures of TUS and all relevant legislation including Data Protection and Freedom of Information.

### Student undertakes to:

- Actively engage with the learning environment of TUS, both in-person and virtually, through attending lectures; tutorials; work-placements; participate in the learning activities associated with your programme of study; and to engage with the learning resources provided for your programme of study.
- To comply with the regulations, policies and procedures of TUS including the [academic regulations](#) and with the [student policies and procedures](#).
- To take responsibility to manage your programme of study; to take ownership and responsibility for your own learning; to become familiar with the governing academic calendar and key academic events on the calendar; and, to ensure compliance with academic workload requirements.
- To demonstrate integrity and honesty in your academic activities including the completion of assessments, work-placements, and other related activities.
- To represent TUS, whilst on or off campus, or in a virtual environment, in an appropriate and professional manner, that is reflective of the values of TUS and that adheres to its governing regulations, policies and procedures.

**Strategic Enabler:** *Through the Strategic Enabler - Reflective Practice and Continuous Improvement TUS sets out to embed reflective practice to build a culture of continuous improvement throughout our community.*

## SERVICES AND SUPPORT

**Strategic Priority:** *TUS is committed to maintaining a student-centred ethos in all we do, providing support mechanisms to staff and students to reach their goals and fostering the development of graduates that can make a positive tangible societal impact.*

### TUS undertakes to:

- Provide a comprehensive range of consistent and quality services and supports to students, ranging from Financial, Medical, Health and Well-Being, Counselling, Disability Support, Pastoral Care, Careers and Employability, Library, Learning Supports, Student Scholarships and Information Technology.
- Provide a [TUS Student Handbook](#) (online) outlining campus life, student experience, library, computer services, examination and assessment, data protection, health and safety and policy information.
- Provide an extensive range of societal and social clubs across all campuses, enabling students to participate in activities that support their academic, cultural, social, sporting interests and preferences.
- Provide a welcoming and comprehensive induction and orientation programme to new students.
- Provide registered students with a student card and student email address.

### Student undertakes to:

- Actively participate in all relevant induction and orientation programmes, and to engage with the *TUS Connect and Engage* Induction and Orientation Programme.
- Be familiar with the range of student services available to support your student experience at TUS as outlined in the [TUS Student Handbook](#).
- Respond to communications, instructions, and notices from both academic and professional service staff appropriately, efficiently and effectively that are there to support you whilst enrolled in TUS.
- Proactively seek out and engage fully with support services as required. Engage with services with integrity, in the knowledge that the support services have the expertise and knowledge to support your wellbeing and engagement with your programme of study.
- Seek advice, if needed, on academic, personal or welfare issues by engaging with the appropriate TUS support service.
- Embrace all aspects of student life in support of your holistic development, including the extensive range of TUS clubs and societies; sporting activities; and, in social, civic, and cultural activities offered by TUS and in your campus region.

**Strategic Enabler:** Through the *Strategic Priority – People and Organisation*, TUS is committed to provide opportunities and supports that nurture capabilities, promote well-being and inspire the growth, development, training and mobility of our students.



## ENVIRONMENT

**Strategic Priority:** *TUS has committed to operate as an integrated organisation, where everyone's potential can be realised, and where all individuals are provided with equal opportunities, sustaining a well-functioning structure that supports the successful achievement of purpose, strategic priorities and desired outcome.*

### TUS undertakes to:

- Enable access to education and advance equality of opportunity for all, by ensuring staff and students can work and study in a positive, inclusive, accessible, suitable, safe, and sustainable campus environment.
- Provide high-quality spaces and facilities, both physical and virtual, that are fit for purpose, safe, healthy and facilitate learning, teaching, collaboration, research, engagement and social inclusion.
- Enhance the experience of our evolving student demographic across all aspects of university life and deliver an education beyond the academic qualification, operating with dignity and respect.
- Be a sustainability leader making changes to enable sustainable development and delivery of campus resources in line with the principles of the Sustainable Development Goals (SDGs) and the [TUS Climate Action Roadmap](#).
- Fuse practical and workplace-based learning with applied research, while staying student-centred and that champions an inclusive learning environment.
- Grow and enhance our physical and virtual spaces to enable new ways of learning, teaching, working, participating, and co-creating, as resources permit.

### Student undertakes to:

- Take personal responsibility to promote a safe, positive and sustainable environment, treating all fellow students and staff with dignity and respect and be familiar with the governing policies of TUS including the [academic regulations](#) and Student Policies available at: [student policies and procedures](#).
- Act positively and professionally as a member of the TUS community that embraces diversity and supports equitable, inclusive, ethical, and responsible behaviour both on and off campus.
- To use facilities and resources in an acceptable and considerate manner, cognisant of the needs of other users and co-operate with staff to ensure appropriate use.
- Demonstrate respect to all peers, staff of TUS, and for the campus resources and buildings.
- Consider the environment of TUS and how your actions can reduce the University carbon footprint and positively impact on its sustainability targets which are linked to the [TUS Climate Action Roadmap](#).

**Strategic Enabler:** Through the *Strategic Enabler - Campus Development and Facilities* TUS is committed to invest in and develop infrastructure to enable the TUS Strategic Plan (2023-2026) ambitions.

## COMMUNITY

**Strategic Priority:** *TUS Core Values ‘Inclusive’, ‘Supportive’ and ‘Collaborative’ are the foundation of the TUS community. TUS is committed to generating greater opportunities for students, through our connected region, integrated campus community, diverse alumni and international partnerships.*

### TUS undertakes to:

- Create a true sense of belonging through a more integrated campus community that connects beyond the physical environment.
- Enhance engagement and collaboration to strengthen relationships to co-create and share knowledge for the benefit of our community, region and beyond.
- Provide access to education for all and to maximise the opportunities for under-represented groups in society to have equality of opportunity to progress to higher education.
- To work with its community stakeholders to co-create knowledge, develop skills, increase competencies, and to contribute to the social, economic, and development of the communities in which it operates.
- Provide alumni facilities to allow graduates to stay in contact with TUS after graduating.

### Student undertakes to:

- Actively collaborate with, engage in, and support the TUS Student Union officers, student representatives and student leaders and their respective activities, that are central to optimising your student experience and fostering an inclusive supportive community for all students.
- Participate and support on campus community activities that enable you to develop academically, personally, professionally and that will support your progression and career opportunities into the future.
- Engage with the student feedback opportunities afforded such as participating in the annual student survey; engaging in academic working groups; or responding to communications seeking feedback.
- Respect the diversity of students and staff as a community, contributing positively to the culture of acceptance and inclusion, calling out bullying, harassment, or other unacceptable behaviours.
- Respect and embrace the wider communities of TUS including social, cultural, civic and sporting forums that generate insight, provide training opportunities, and enhance your connectedness to your TUS and wider community.
- Remain connected with TUS after graduation through our Alumni.

**Strategic Enabler:** Through the *Strategic Priority – Connecting Communities*, TUS is committed to a connected community with thought leaders who generate insight, embrace opportunities, and co-create solutions to complex challenges.



**Student Charter**  
Technological University of the Shannon