



aru STUDENTS'  
UNION

# Student Charter



# Welcome to ARU

**You are joining an inclusive and diverse student community, and your experience here is important to us. Your time here will contribute to your personal and professional growth, and your future success.**

All members of the University and the Students' Union will work in partnership with you to shape your student journey and enhance your education with co-curricular and extracurricular activities.

Our shared learning community works together in a trusting and supportive relationship, providing a platform to share knowledge, skills, and expertise, but also a place to challenge ideas and learn from one another.

Our University Values of ambition; innovation; courage; community; integrity and responsibility are at the core of everything we do and the decisions we make. Our Student Charter embeds these values and lays out the mutual expectations and commitments between you and your University.

Our Student Charter is a reference point for all registered students of Anglia Ruskin University including degree apprentices, undergraduates and postgraduates, following taught or research programmes, on or off campus. We encourage you to read on to understand how students and staff collaborate to enjoy a successful student experience. We wish you every success with us at ARU.

**Roderick Watkins**  
Vice Chancellor

## Responsibility

Education is a shared endeavour and we take our responsibilities towards your growth and development seriously. We expect you to do the same by actively managing your learning or research, attending all sessions and events relevant to your course, submitting your assignments on time and engaging with the feedback you receive. We believe you will learn best when you challenge yourself, learn from your mistakes and strive for the best.

On a more practical level we are responsible for running a well organised university. When we make changes we will communicate these to you and be transparent and approachable. We recognise that sometimes things can go wrong and we're committed to putting these right. If you've tried to resolve a problem, but are still struggling please contact us so that we can do our best to sort it out. If you have an issue you'd like to raise in a more formal way, you can speak to the Students' Union Advice Service, or use the appropriate academic appeals procedure or the student complaints procedure.

## Ambition

We continually strive to enhance our University. We're ambitious and determined to help you to achieve your goals. We'll make sure you have access to the expertise and resources you need to succeed in your studies and be the best you can be. We expect you to aim high, own your personal journey and use the resources that are available to realise your ambitions.

## Innovation

You're part of an innovative and creative learning environment led by academic staff who have an active interest in your subject area and take part in academic activity and research. Responsibility for design and delivery of your learning is a collaboration between staff and students, so we ask you to use all opportunities to give us your ideas, for example via surveys, student representatives, and regularly giving feedback on your experiences.



## Courage

We want you to be bold, to have the courage to speak your mind, and to try out new ways of doing things even when success is not guaranteed. We aim to develop your talents so that you leave Anglia Ruskin feeling resilient and tenacious. We believe that a university education should challenge your assumptions and your ways of working. Likewise, we expect you to challenge our staff to adapt their approaches to teaching and research so that it is always inclusive, stimulating and innovative.

## Community

As an ARU community we seek to work with you to develop and achieve your full potential. We encourage you to access a full range of co-curricular and extracurricular opportunities through internships, placements, societies, events and volunteering. We value working together and will offer you support and guidance. Our Employability, Wellbeing and Advice Services, your personal development tutor or supervisor, and the Advice Services of the Students' Union are all here to help.

## Integrity

We promise to display academic fairness and transparency, and expect you to act respectfully and demonstrate honesty in your work and study. We're committed to making sure that every member of the welcoming and inclusive ARU community can work as critical friends to challenge and learn from each other. We are all personally responsible for our behaviour.

You can find our rules, regulations and procedures along with all our key documents at [aru.ac.uk/keydocuments](https://www.aru.ac.uk/keydocuments)

**If you have any questions or would like any further information please contact us:**

[aru.ac.uk/tellus](https://www.aru.ac.uk/tellus) | [tellus@aru.ac.uk](mailto:tellus@aru.ac.uk)