



Our Student Charter

The University of Hull is a community dedicated to advancing knowledge and education. A successful community needs everyone who is a member of it, whether staff, student or visitor, to respect its fundamental values and beliefs. Our own values and beliefs translate into a culture where we, as members of the University community, are open and honest with each other, where we work together in a connected way, and where we strive for excellence. This Student Charter is a manifestation of our culture and says what you as a student can expect from the University, and what is expected from you.

Our students are at the heart of the University

The University, working together with Hull University Union (HUU), your student union, is committed to providing you with an outstanding student experience. Your learning will be facilitated by an excellent teaching body with a high priority on research. You will have access to the learning resources you need to be successful, and to the services you need to manage your student life. You can expect to find a wide range of social, cultural, volunteering and sporting opportunities, many of them provided by HUU. On campus you can expect to study and socialise in an environment which is safe, healthy and committed to sustainability, we expect you to play an active role in maintaining this environment.

Our community is based on mutual respect, courtesy and professionalism

You are a member of a supportive community in which you are expected to play an active part. You will be treated respectfully, courteously and professionally. We expect you to behave in the same way towards fellow students, staff, visitors, and the local community. You can show your commitment by participating fully in your studies, preparing thoroughly for your classes and meeting the attendance and assessment requirements of your course. Academic staff will give you timely and helpful feedback on your work, and support you personally during your time at the University.

We all work together and everyone has the chance to be involved

Partnership between staff and students, and between the University and HUU, is central to life at the University of Hull. Student views directly inform decision-making processes at all levels. All students are automatically members of the HUU and your elected representatives sit on all major University committees. Elected representatives ensure that you have a voice in your academic department, across the University and in the local community. We encourage you to play an active part in these democratic structures.

We value all your individual views, and we listen to you. We regularly seek your opinions through institutional and national surveys. We are proactive in making changes in response to your comments and seek to solve problems quickly and effectively. If you have a complaint, it will be handled professionally and without prejudice. If you have a compliment or comment, we want you to let us know.

We communicate clearly, accurately and consistently

We provide clear and accurate information about your course and the support and facilities we offer. We tell you about the costs of fully participating in your course and about the policies and regulations that affect you.

We communicate with you in a timely manner using a range of methods. We expect you to help us maintain accurate information about you and your circumstances, and would like you to let us know about any changes which may affect your success.

We are a diverse community and we believe it makes us stronger

We are committed to raising aspirations and ensuring that all our students have the opportunity to succeed regardless of social background, race, disability, religion or belief, age, gender or sexual orientation.

You can expect to learn and live in a diverse community. Our staff and students are drawn from over 100 countries. University of Hull staff also teach our programmes in other countries around the world. HUU supports a wide range of cultural, religious, educational and diversity societies. The University's initiatives to support dignity and respect at work are part of our approach to ensuring that everyone is treated fairly, and we expect you to join us in our active stance against discrimination.

We give students every opportunity to develop the distinctive skills and values to succeed

You can expect your programme to include opportunities to develop a range of academic and transferable skills to help you into employment or further study. Staff in your department are there to support you in developing the skills and knowledge you need. We offer clubs, societies and volunteering opportunities to help you pursue your interests, gain experience, demonstrate a sense of civic responsibility, and develop additional skills. We expect you to think critically about the skills you have acquired and about how you can develop them further.

Our students can enjoy a lifelong relationship with the University

All our successful students are alumni of the University and automatically become members of the Hull Alumni Association, which enables you to connect with former students throughout the world. We know that the value of your award depends on the reputation and stature of the University. You can be sure that we will continue to enhance our reputation as an internationally-respected institution, and we hope that you will become our proud ambassadors.