



UniHaven Student Charter

Introduction

Welcome to UniHaven.

This Charter sets out the standards of service which UniHaven aims to provide, whether you are considering becoming a student, applying for a programme, currently studying with us or are alumnae of the College.

The Charter also highlights some of the mutual responsibilities which members of staff and students have to each other. This Charter is not designed or intended to create legal rights or obligations but is intended to cultivate an understanding between the College and students.

The Charter is guided by the principles of partnership. We would welcome your comments on this Charter, which will be regularly reviewed in consultation with students and staff. We are committed to providing the highest quality service possible and this Charter is one way of outlining that commitment to you.

Deirdre McCarton

UniHaven Academic Director



1. Application Process

You can expect UniHaven to:

- Provide current and accurate information about programmes, applications and entry procedures.
- Provide information on any fees related to academic programmes and student registration and a broad indication of costs relating to your programme.
- Provide information about the facilities and services on offer.
- Consider your application in a fair, efficient, and timely manner.
- Select students who are judged able to undertake the programme based on aptitude skills and knowledge related to the entry requirements for the programme of study.
- Contact you to discuss any special requirements you may have before studying with us.
- Inform you of any changes to the availability or content of your programme.

As a UniHaven College student, you are expected to:

- Provide us with complete and accurate information about yourself, your qualifications and work experience.
- Provide information on any special needs or health issues you have in your application that may impact your learning.
- Inform the College as soon as possible if you decide not to continue with your application.
- Inform us of any relevant changes in your circumstances.
- Give availability for interview days and/or assessments which may be part of the selection criteria.



2. Programme Start

You can expect UniHaven to:

- Provide a Student Handbook introducing you to the College, its policies and facilities.
- Know or be introduced to the staff who will be responsible for all aspects of your study programme with details of how they can be contacted.
- Provide an induction programme that introduces you to your programme and your teachers.
- Provide induction to the services and facilities available.
- Provide a clear statement about programme requirements at the commencement of the programme.
- Inform you of the methods by which you will be assessed and the criteria that will be used.
- Provide an assessment schedule for the year.
- Provide information on your progress on individual programmes of study and modules.
- Inform you of any changes to your programme.

As a UniHaven College student, you are expected to:

- Make yourself familiar with the information provided to you and that you check relevant notice boards, post and e-mails regularly.
- Seek clarification of anything you do not understand.
- Participate in opportunities provided for you by the College.
- Confirm your registration details and report any errors or omissions immediately.
- Observe the rules and regulations of the College and partner institutions or organisations.
- Respect College property and the environment and facilities, its neighbours and the local community.



3. Teaching and Learning

You can expect UniHaven to:

- Create a stimulating and challenging learning environment.
- Provide high-quality teaching and supervision.
- Provide access to adequate facilities and resources sufficient for the achievement of your educational goals.
- Provide regular feedback on your academic progress.
- Inform you of penalties for late submission or non-submission of coursework.
- Inform you of any attendance requirements and the consequences of failure to attend classes and examinations.
- Review programmes regularly to enhance the quality of learning.
- Inform you of any changes to your programme in a timely fashion.
- Explain all forms of unacceptable academic behaviour such as plagiarism, cheating, collusion, fabrication of data or breach of copyright.
- Assess you using fair and competent methods that meet national academic standards.
- Provide access to your results in a timely fashion as per published policies on completion of your programme.
- Provide access to a clear set of procedures around deferrals and appeals.

As a UniHaven College student, you are expected to:

- Work to the best of your abilities.
- Inform yourself aware of all programme requirements and observe them.
- Raise any questions on your progress with appropriate staff in a timely fashion.
- Observe College rules and regulations on plagiarism, cheating, collusion, fabrication of data, breach of copyright, deferrals and appeals.
- Make yourself available for academic feedback when requested.
- Attend designated lectures, programmes assessments, tutorials, seminars or other timetabled activities associated with your programme in a punctual manner.
- Submit all written assignments, practicals or other coursework within the specified time limits.



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- Make your best attempt at each element of assessment in your programme.
 - Respect the rights of others in all learning spaces.

4. Equality, Diversity and Respect

You can expect UniHaven to:

- Treat you with courtesy and respect in all your dealings with us.
- Treat you regardless of gender, marital status, age, disability, race, religion, sexual orientation, or family status.
- Ensure full participation in all College activities is possible without fear and free from discrimination.
- Provide a study environment free from harassment and abuse of power.
- Assess your learning needs and meet those needs as far as is reasonably practicable.
- Ensure a safe and healthy environment.
- Ensure access to your files and any personal data comply with the Data Protection legislation.
- Welcome feedback on all College services.
- Ensure your general information remains confidential and will only be released to a third party with your consent or when legally required.

As a UniHaven College student, you are expected to:

- Treat all staff, fellow students, and visitors with courtesy and respect regardless of gender, marital status, age, disability, race, religion, sexual orientation, or family status.
- Advise appropriate staff of any concerns you may have regarding equality or personal safety and do so on time.
- Take every precaution to ensure that you behave in a safe and considerate manner towards all staff and students.
- Behave in a manner that will not bring the College into disrepute.
- Adhere to all College regulations in the Student Handbook concerning drugs, alcohol and smoking.



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- Take care that your interpersonal communications in both physical and virtual environments are respectful of others at all times.
 - Act safely and responsibly towards others.

5. Support Services

You can expect UniHaven to:

- Inform you about the range of support services available.
- Provide services in an accessible, helpful and confidential manner.
- Provide appropriate computing facilities and assistance.
- Provide access to a range of cultural, recreational and sporting activities.
- Provide you with information on student services that may be available to you which include: access to professional counselling, support for disability and learning challenges, the student health service and financial information.
- Guide to prepare you for the transition to partner universities and institutions.

As a UniHaven College student, you are expected to:

- Provide us with information on any additional needs you may have in a timely fashion.
- Be proactive in seeking any support you may need.

6. Possible Problems

You can expect UniHaven to:

- Inform you about the standards of behaviour expected.
- Provide access to the student complaints procedure.
- Handle complaints in a fair and timely fashion.
- Put in place fair and appropriate procedures to deal with misdemeanours and serious offences, and that such procedures will be strictly adhered to.
- Deal with disciplinary incidents in a fair and timely fashion, and that you will be informed of any sanctions.



As a UniHaven College student, you are expected to:

- Be aware of the College complaints and disciplinary procedures.
- Use the complaints procedures fairly and appropriately.