Student Charter

At Royal Holloway we aim to support our students to achieve to their highest potential through the teaching skills of our academics, the strength of their research, and the unique feel and culture of our campus community.

To achieve this the College will:

1. Offer an outstanding academic experience where you will learn from recognised experts who will help foster independent thinking and an international perspective in a digital world.
2. Give prompt and helpful feedback on your work and guidance on your study that will assist you to fully develop your academic potential.
3. Provide the opportunity to study and live in one of the world’s iconic university campuses, currently considered the safest in the UK, where you will have access to appropriate learning support which we are committed to enhancing so that we continue to meet student needs.
4. Nurture a close knit and supportive university community where you will be treated as an individual and not “just another student”.
5. Offer the route to a respected academic award whose reputation we will continue to develop and protect so that you can feel proud to be a graduate of Royal Holloway.
6. Enable you to gain a host of valuable co-curricular and employability skills that will help you build your adult life and career and identify and nurture future opportunities.
7. Champion inclusion and continue to be true to our heritage by promoting the principles of equality that were so important to our founders, Thomas Holloway and Elisabeth Jesser Reid.
8. Cultivate a learning community in which your insights and comments will be sought, respected and used to help steer our future.
9. Be transparent about fees and charges - and seek to provide appropriate assistance if you have particular financial difficulties.
10. Ensure fair processes for resolving concerns or grievances promptly.

To achieve this students will:

1. Commit to your studies fully, making yourself aware of programme requirements, keeping in contact with tutors, attending all required academic activities and producing work to your full potential.
2. Take seriously and respond to feedback offered – whether in the form of academic commentary or advice on appropriate behaviour.
3. Treat our campus surroundings and the local community with the greatest respect, behaving in a way that preserves resource and ensures the safety and comfort of others.
4. Tell us as soon as possible if there are any ways in which you, or others, need support or help, then work with us in ensuring that help can be delivered effectively.
5. Behave with integrity in submitting authentic work and documentation, so that the high standard of our awards is never compromised.
6. Participate when possible in the many additional aspects of College life. These will help us build our campus community and reputation and offer you development opportunities and new experiences.
7. Support us in making College life inclusive; participate in schemes designed to promote equality and actively help us in ensuring no-one is subject to harassment.
8. Offer us feedback through the available channels.
9. Make prompt payment of all charges due or immediately contact us if there are any reason why you cannot so that alternative arrangements can be considered.
10. Cooperate in ensuring concerns related to decisions the College makes or services provided are promptly raised and dealt with through the appropriate channels.
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To achieve this, the Students’ Union Royal Holloway University of London will:
1. Represent you in discussions up to the highest level.
2. Offer a wide range of safe and stimulating events and venues.
3. Campaign on important issues affecting students both locally and nationally.
4. Ensure that a wide variety of student voices are heard in consultation and debate.
5. Give you the maximum opportunity to participate in representing and working for your fellow students.
6. Be vigilant in identifying any groups or individuals who may be unfairly disadvantaged or excluded from full participation and inclusion in College life.
7. Provide a range of student activities and employment opportunities for you to pursue your interests and broaden your experience.
8. Advise and support you in maintaining a safe and healthy lifestyle.
9. Offer additional support where independence from College is needed, with issues such as appeals, discipline and legal disputes.
10. Give you the opportunity to be fully informed about student issues and to express your opinion on them.

Appeals and complaints procedures
- Academic appeals.
  www.royalholloway.ac.uk/ecampus/academicsupport/appeals/home.aspx
- Appeals against outcomes of other academic processes.
  www.royalholloway.ac.uk/ecampus/academicsupport/appeals/appealsagainstotheroutcomes.aspx
- Disciplinary appeals.
  www.royalholloway.ac.uk/ecampus/studentdisciplinaryregulations.aspx#tabbedareaC
- Student complaints procedure.
  www.royalholloway.ac.uk/ecampus/academicsupport/complaints/complaints.aspx
- Students’ Union complaints procedure (Schedule 6 of the SU Constitution).
  www.su.rhul.ac.uk/about/constitution/

Review: To be reviewed annually and presented to LTQC at Easter if amendments are required.

Reviewed & updated; July 2015. Approved by Professor Rosemary Deem.

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