



NORWICH  
UNIVERSITY  
OF THE ARTS

# Student Agreement 2021-22

# Norwich University of the Arts Student Agreement

## Introduction: *What is the NUA Student Agreement?*

The NUA Student Agreement is designed to establish the responsibilities of both the University, and you, the student.

Norwich University of the Arts is an academic community of staff and students working in partnership to achieve high standards and ensure a high quality student experience. The University and the Students' Union have a strong dialogue and working relationship. Staff at all levels work effectively with the SU President and elected student representatives. Student feedback and opinion is gathered through questionnaires and surveys and also on a regular day-to-day basis through the close dialogue which takes place between students and staff in relation to students' academic development and progress and their use of the University's support services. The University listens and responds to student feedback, feeding this into its programme of ongoing enhancements to provision.

The NUA Student Agreement starts with a description of the principles which underpin the partnership between the University and the Students' Union. This is followed by nine sections, each one reflecting a key theme ranging from "Equality and Ethics" through "Your Academic Development" to "Fees and Charges". Each section sets out, firstly, what students can expect from the University and, secondly, what the University expects of students. The Agreement thus aims to provide clear guidance to students on the standards of service and delivery which they can expect from the University; and, for staff, on the standards of engagement which can be expected from students.

We hope you find the Student Agreement a useful and informative document. All staff and students are encouraged to refer to it and to let us know if there are any ways in which it can be improved. In particular, students are requested to keep us informed, engage with your studies, and tell us if you need advice or are in difficulties. We also hope that you have a great deal of fun and excitement during your time with us!

Welcome to the University – and good luck with your studies.

*Professor Simon Ofield-Kerr*  
*Vice-Chancellor*

*Natalie Lanzalaco*  
*Students' Union President*

# NUA STUDENT AGREEMENT

## Partnership between the University and Students' Union

The following principles are derived from work undertaken as part of the NUS Good Governance project – a HEFCE-funded project which aims to improve the governance of student unions and to help promote stronger working partnerships between higher education institutions and student unions.

The partnership starts from the position that, overall, a positive and productive partnership already exists between the University and its Students' Union. It is intended that this will be affirmed and strengthened by the agreement, which will also provide the basis for an effective future partnership.

### Principles that underpin the partnership between Norwich University of the Arts and the NUA Students' Union:

1. Strategic Partnership  
NUA and its Students' Union will work to foster a spirit of partnership which informs the strategic direction of both parties and, as appropriate, service agreements. The SU President will be a member of the University Council, Senate, Learning and Teaching Committee and other bodies convened to develop institutional strategy and policy. Members of the Student Representatives Group will be informed about University strategy and operations.
2. Enhancing the Student Experience  
NUA and its Students' Union share a commitment to developing and improving students' experience of the University's academic and support provision and the wider experience of living and studying in Norwich.
3. Respect and Understanding  
NUA and its Students' Union will work to foster clarity about, and mutual understanding of, the distinct roles of the University and the Union and the value that each party brings to the partnership.
4. Openness and Trust  
The partnership between NUA and its Students' Union will operate on the basis of full, open, regular communication on relevant issues, in particular issues likely to have an impact on the other party, the student population and/or other joint stakeholders.
5. Mutual Support and Commitment  
The partnership between NUA and its Students' Union will operate on the basis of constructive interactions and engagement, with demonstrable commitment to making the partnership work through investment of time and resources.
6. Independence  
NUA recognises the value of a strong, student-led Students' Union which determines and manages its own affairs. The Students' Union recognises the need for NUA to

balance the interests of a range of stakeholders within an increasingly challenging external context.

7. Accountability

The Students' Union recognises that, under the 1994 Education Act, it is accountable to NUA as supervisor and principal funder, within a mutually agreed framework which is robust, effective, efficient and compatible with the reporting requirements of other regulators (where relevant), such as the Charity Commission and/or Companies House.

NUA recognises its accountability to the Students' Union as a major stakeholder and the primary body representing the student voice.

8. Equality and Diversity

NUA and its Students' Union share a commitment to equality and diversity and the fair treatment of all staff and students.

***IMPORTANT NOTE: The Student Agreement applies to ALL undergraduate and postgraduate students including research students. Section 9, which is specific to research students, reflects information provided in the Research Students Handbook.***

**FURTHER INFORMATION ABOUT EACH SECTION OF THE STUDENT AGREEMENT CAN BE FOUND IN THE FOLLOWING:**

- **STUDENT REGULATIONS AND PROCEDURES**
- **INFORMATION ON YOUR COURSE VLE**
- **INTRANET**

**FOR ADVICE ON ANY ASPECT OF THE STUDENT AGREEMENT, STUDENTS SHOULD CONTACT THEIR COURSE LEADER OR GRAHAM TOMLINSON, ASSISTANT REGISTRAR: ACADEMIC SUPPORT, [aso@nua.ac.uk](mailto:aso@nua.ac.uk).**

# 1 EQUALITY AND ETHICS

## ***What you, as a student, can expect from us, the University***

- 1.1 To be committed to enhancing the quality of the student experience including the quality of information provided to you as students.
- 1.2 To operate a fair and efficient admissions system.
- 1.3 Always to treat you with courtesy and respect and to respond to your reasonable needs.
- 1.4 To enable you to join in the University's activities without harassment or discrimination and regardless of age, ethnicity, socio-economic background, disability, gender, marital status, sexual orientation, nationality and belief.
- 1.5 To provide clear guidance on the standards of behaviour which are expected of staff and students.
- 1.6 To comply with the requirements of the Data Protection Act and keep your personal information confidential, unless you tell us otherwise or we are legally required to disclose it.
- 1.7 To provide you with accurate information before and during your course, with clear signposting to sources of additional information about the University and its courses, services and procedures.
- 1.8 To respond positively to reasonable student requests for information about the University.
- 1.9 To prioritise the health, safety and security of students and staff while on University premises or otherwise engaged in approved University activities (e.g. educational visits).
- 1.10 To maintain the quality of the University environment.
- 1.11 To observe the University's *Student Regulations and Procedures*.

## ***What we expect from you***

- 1.12 To be a responsible member of the University community, and contribute to an environment that facilitates personal growth and development.
- 1.13 Always to treat staff and fellow students with courtesy and to show respect for difference (for example, in age, gender, sexuality, ethnicity).
- 1.14 To be committed to your studies and to work to achieve the best results that you can.

- 1.15 To act with respect during University activities and never to harass or discriminate against other students and staff.
- 1.16 To show consideration and care for all University property, equipment and facilities including residential accommodation.
- 1.17 To prioritise the health, safety and security of your fellow students and staff while on University premises or otherwise engaged in approved University activities (e.g. educational visits).
- 1.18 To be considerate of the environment, local communities and neighbours of University property including residential accommodation.
- 1.19 To behave responsibly both on and off the University premises (including in private accommodation), observing the University's *Student Regulations and Procedures* and *Single Equality Scheme*, and avoiding behaviour which might potentially bring the University into disrepute.
- 1.20 To provide accurate information about yourself before and during your course, ensuring that you notify the University as soon as possible of any changes to personal information.
- 1.21 To familiarise yourself with and follow the information provided about your course, the University and its services, including your Course VLE and the *Student Regulations and Procedures*.
- 1.22 To observe the University's *Student Regulations and Procedures*, including section A: General Regulations.

## **2 YOUR ACADEMIC DEVELOPMENT**

### ***What you can expect from us***

- 2.1 To provide clear guidance on the University's academic framework and the regulations and procedures for assessment.
- 2.2 To employ professional, well-qualified staff to teach and support you during your course.
- 2.3 To provide clear information about staff availability for tutorials and informal advice, and the means by which staff may be contacted.
- 2.4 To provide courses that are well organised, well taught, up-to-date, and prepare you for employment, self-employment or further study.
- 2.5 To provide an appropriate mix of learning and teaching activities.
- 2.6 To provide clear information on course content, and teaching and learning methods including tutorials.
- 2.7 To explain to you clearly what you have to do, how to go about it and how your progress will be assessed, including guidance on the appropriate balance between teaching and independent learning.
- 2.8 To give you individual academic advice to support your own learning needs and goals.
- 2.9 To ensure that teaching takes place in suitable and properly equipped environments.
- 2.10 To give you an accurate timetable for your course at the start of each teaching block, and to cancel or alter sessions only in exceptional circumstances.

### ***What we expect from you***

- 2.11 To prepare for, attend and participate in all group and individual sessions on your timetable, and to engage actively in the academic and cultural life of the University.
- 2.12 To take responsibility for your own learning and development, especially the amount of independent and guided study which will increase as you progress through undergraduate and postgraduate study.
- 2.13 To participate actively in seminars, group critiques, workshops and other group work.
- 2.14 To seek and listen to the advice of staff (academic and professional services staff, including those in Workshops, the Library and Learning Support, The Ideas Factory NUA, Employability Support, the Academic Registry, Student Support, and Finance).

- 2.15 To respond to information provided about staff availability for tutorials and informal advice, and the means by which staff may be contacted, and not to contact staff outside normal daytime hours of work or outside term time.
- 2.16 To use the resources provided to help you.
- 2.17 To tell us if you are having difficulties with your academic work, or if you have any problems that may affect that work, as soon as possible.



### 3 ASSESSMENT AND FEEDBACK

#### *What you can expect from us*

**NOTE: The following applies equally to work which is submitted for assessment (for example, written work) and work which is assessed in situ (for example, in studios, on location, or through student presentations).**

- 3.1 To provide constructive and timely feedback on your performance and progress, including feedback about assessed work.
- 3.2 To give you clear information about work required for assessment, when it is due for completion or submission, and how it will be marked, at the beginning of the academic year.
- 3.3 To assess your work against stated learning outcomes in a way which is fair, efficient, professional, and externally examined through sampling.
- 3.4 To give you a receipt for the work you submit, return assessed work and feedback to you within 1 month of the completion or submission date (not including vacation periods), and to provide you with a transcript of marks following completion of your course once the relevant assessment or award board has confirmed your marks and your final award. (NB: Work re-presented under the terms of Referral or Resubmission will normally be assessed within 2 weeks of the submission date, not including vacation periods).
- 3.5 To tell you what happens if you complete or submit work late, or do not complete or submit work for assessment.
- 3.6 To tell you in the *Student Regulations and Procedures* how we will deal with plagiarism, cheating and other forms of academic misconduct.
- 3.7 To give appropriate consideration to any individual circumstances that might affect your assessments.
- 3.8 To provide an open, transparent and timely process for appeals on the grounds set out in the *Student Regulations and Procedures*.

#### *What we expect from you*

- 3.9 To prepare for and complete all work which is required for assessment and to write and reference your work in an appropriate academic style.
- 3.10 To complete or submit your work for assessment in person by the due dates and to attend for assessments as required.
- 3.11 To collect your returned work promptly and take note of the feedback offered.

- 3.12 To act responsibly in all assessments, and never to engage in plagiarism, cheating or other forms of academic misconduct.
- 3.13 To tell us about any special needs you have relating to any disability (including dyslexia) so that we can help you and, if needed, make appropriate arrangements for your assessments.
- 3.14 To tell us about any special circumstances which might affect your work or your ability to meet submission deadlines as soon as they occur, and to give us sufficient independent evidence, if required, to support your case.
- 3.15 To use the appeals process responsibly and in the way prescribed in the *Student Regulations and Procedures*.

## **4 RESOURCES FOR LEARNING**

### ***What you can expect from us***

- 4.1 To provide access to good quality services which support your learning, including careers advice, counselling, the Library, and Student Support.
- 4.2 To provide good quality and well-resourced accommodation for learning and teaching, including library, workshop and IT facilities.
- 4.3 To provide a supportive environment for working off-campus, including an intranet and Virtual Learning Environment.
- 4.4 To ensure welcoming and professional staff are available to give you help and advice so that you can make the best use of the University's resources.
- 4.5 To issue concise lists of core texts and materials through your Course VLE.
- 4.6 To make available suitable areas for individual and group study.
- 4.7 To have an up-to-date, easy-to-use, web-based library catalogue accessible from both on and off campus.

### ***What we expect from you***

- 4.7 To make the best use of all resources available to you.
- 4.8 To respect the rights of other students to enjoy equal and undisturbed access to those facilities.
- 4.9 To treat all staff with courtesy and respect and to comply with the regulations of the Library, workshops and other resource areas of the University.
- 4.10 To return all equipment and Library items that you borrow when they are due and undamaged, and to pay any fines or debts incurred promptly.
- 4.11 To buy recommended core texts and materials where necessary and appropriate.

## **5 STUDENT SUPPORT AND DYSLEXIA SUPPORT**

### ***What you can expect from us***

- 5.1 To provide a range of sources of support, offering confidential and impartial advice in a fair and non-judgmental way.
- 5.2 To provide an initial screening to identify specific learning differences (e.g. dyslexia), where you have reason to believe that you require additional learning support which has not been previously identified.
- 5.3 To have approachable and professional staff who will provide accurate advice, information and support about both University and personal matters.
- 5.4 To provide information on rental accommodation.
- 5.5 With your agreement, to make sensitive and confidential referrals to appropriate specialist services.
- 5.6 To give you support and encouragement to seek further help or advice.

### ***What we expect from you***

- 5.7 To take responsibility for yourself and solve difficulties yourself if you feel that you can.
- 5.8 To seek help with any difficulties which you cannot resolve yourself as soon as possible.
- 5.9 To engage fully with support provided by or through the University where you have accessed support through the University for a specific need.
- 5.10 To tell staff who need to know about any difficulties you might have so that they can help.
- 5.11 To try to act on the advice that you get.

## **6 STUDENT PARTICIPATION AND REPRESENTATION**

### ***What you can expect from us***

- 6.1 To provide opportunities for you to participate in the University's decision-making processes through representation on University committees and working parties (whether individual or through the Students' Union).
- 6.2 To provide opportunities for you to make your views known through questionnaires (including the National Student Survey), staff-student forums, and conversations with your tutors.
- 6.3 To listen to your views, act upon them appropriately and tell you what actions have been taken.
- 6.4 To provide training for student representatives in partnership with the Students' Union.

### ***What we expect from you***

- 6.5 To tell us as soon as you have concerns about issues affecting you, either directly or through the Students' Union.
- 6.6 To take opportunities to participate in questionnaires, surveys, University consultation and decision-making processes.
- 6.7 To help choose your representatives and possibly stand as a representative yourself.
- 6.8 As a representative, to attend the training, seek the views of fellow students, and give them feedback after committees have met.
- 6.9 To act responsibly and to think carefully about the issues that you want to raise.

## **7 CONCERNS, QUERIES AND COMPLAINTS**

### ***What you can expect from us***

- 7.1 To provide clear, transparent and efficient processes in the *Student Regulations and Procedures* for dealing with appeals, complaints and disciplinary matters.
- 7.2 To give you full access to, and guidance on, these processes.
- 7.3 To deal with all of your concerns and queries properly, by the appropriate staff, in a professional and timely way.
- 7.4 To give you clear and accurate responses to your queries or, if a query cannot be answered directly, to guide you to the appropriate person or the area of the University to answer it.
- 7.5 To investigate your concerns, where necessary, in a full and impartial way.

### ***What we expect from you***

- 7.6 To raise your concerns and queries with us as soon as you can.
- 7.7 To address any issues, if possible, directly with the individuals concerned, making use of the support systems through your course, the Academic Support Office, or the Students' Union as appropriate.
- 7.8 To work with University staff in addressing complaints by using the initial resolution stage of the complaints procedures if appropriate.
- 7.9 To provide evidence to help in any investigation.
- 7.10 To use the formal complaints procedure responsibly for matters of concern which cannot be otherwise addressed.

## **8 FEES AND CHARGES**

### ***What you can expect from us***

- 8.1 To give you clear and accurate information about tuition fees and other University charges and how you can pay for them.
- 8.2 To give you help and support in dealing with Local Authorities, the Student Loans Company and other funding agencies.
- 8.3 To provide information and advice on the financial support available to you.
- 8.4 To offer professional and impartial advice on issues relating to personal finance, debt and benefits.

### ***What we expect from you***

- 8.5 To pay all University fees and other costs as required.
- 8.6 To give us complete and accurate information about your circumstances and tell us about any changes which might affect the fees and charges owing.
- 8.7 To tell us about any changes in your circumstances which might affect your ability to pay the University what you owe.
- 8.8 To seek advice from the University support services as soon as you run into any financial difficulties, and discuss with us ways in which you can manage your payments.

## **9 RESEARCH STUDENTS**

### ***What you, as a research student, can expect from us, the University***

- 9.1 To advise you on the research topic, the design of the research proposal and your programme of studies.
- 9.2 To provide appropriate support and facilities for your chosen area of research.
- 9.3 To provide you with appropriately qualified supervisors, at least one of whom will be engaged in high quality research in the field of your research.
- 9.4 To provide opportunities for agreed regular contact with your supervisors who will give you constructive feedback on your performance.
- 9.5 To provide you with training related to research methods and other personal and professional skills, including training for any teaching roles that you may undertake.
- 9.6 To provide you with guidance on ethical issues in relation to your research and on University procedures for seeking formal ethical approval for any aspect of your research.
- 9.7 To advise you on appropriate steps to be taken to protect intellectual property arising from your research.
- 9.8 To provide information and advice on approval, transfer and confirmation procedures.
- 9.9 To provide you with guidance on completing work for submission.
- 9.10 To help you prepare for the viva voce examination process and ensure that appropriate expert examiners are appointed to examine your final thesis.

### ***What we expect from you***

- 9.11 To undertake research in a professional and scholarly manner with a high standard of research conduct.
- 9.12 To maintain regular contact with your supervisors, prepare adequately for meetings with them, and to consider their advice.
- 9.13 To make your supervisors aware of any specific needs or circumstances that affect your ability to conduct your research efficiently and effectively.
- 9.14 To take responsibility for your own progress and your personal and professional development, and to undertake professional skills training.
- 9.15 To give proper and scrupulous acknowledgement to all background sources of research information and not to pass off the work of others as your own.



- 9.16 To be aware of the possibility of ethical issues arising from your work and to seek advice and follow formal ethical approval procedures when needed.
- 9.17 To promptly inform the University if you have generated any intellectual property as a result of your research.
- 9.18 To fully co-operate with the University in protecting intellectual property or to take adequate measures to protect this yourself, depending on the ownership, as per the University's policy and your sponsorship arrangements.
- 9.19 To take responsibility for the quality of the research and for the thesis submitted for examination.

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