



Empowering Students

ANNA MEDICAL COLLEGE AND RESEARCH CENTRE

Affiliated with **University of Technology**, Mauritius.

STUDENT CHARTER

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INTRODUCTION

The purpose of this Student Charter is to provide clear statements of the ways in which staff and students can work together to enhance and support the learning and research experience at the College and maintain an enjoyable and conducive environment in which to work and study. The charter also explains what the College expects from a student.

1. STUDENT CODE OF ETHICAL CONDUCT

The College expects all its students to familiarize with, and abide by the regulations and policies of the College as may be updated from time to time.

1.1 The College expects all its students to:

- i) Comply with the requirements of their programme of study.
- ii) Comply with any ethical code of conduct that may be applicable to them whilst studying at the College.
- iii) Respect other students' basic right to work and live in a safe, secure environment, free from anxiety, fear intimidation and harassment.
- iv) Respect other students' basic right to freedom of speech within the regulation of the College and within the law.
- v) Maintain due confidentiality where they have access to confidential information of any nature.
- vi) Provide accurate information to enable the maintenance of proper records and keep the College informed of changes.
- vii) Always have their College identification card available while on the College's campuses and to produce it when required by staff.
- viii) Pay all College fees falling due by the specified date.
- ix) Treat College property and materials with care and respect and act in a manner that does not bring the College into disrepute.
- x) Treat all College staff, students and visitors with courtesy and respect.
- xi) Make themselves familiar with the College's Health and Safety Regulations and Fire Regulations, and comply immediately with prescribed procedures in case of emergency.
- xii) Comply with the Students' Union constitution and rules where applicable.
- xiii) Participate in Student Union's or other Student Association's activities.
- xiv) Contribute directly or indirectly to create and maintain an environment conducive to learning.

2. APPLYING TO THE COLLEGE

The College will be guided by the following principles when admitting students:

- i) The basic criterion for admission will be the student's qualifications.
- ii) Criteria for selection will be fair and transparent and applied constantly.
- iii) Prospectuses and course related information will be made available to applicants in sufficient time to enable them to submit applications in the light of the most up to date information.
- iv) Information from application forms will be treated in confidentiality and in line with the Data Protection Act, and any other relevant legislation.

2.1 The prospective student can expect the College to provide information on:

- i) All programmes and services.
- ii) Entry requirements and alternative qualifications.
- iii) Fees and any other charges associated with the programme.
- iv) The facilities and support available for students with a disability.

2.2 The College will expect the prospective student to:

- i) Provide full and accurate information as requested.
- ii) Respond to any offer of a place that is made to him/her within the time specified.
- iii) Inform the College if he/she has a disability or dyslexia and need special arrangements so that reasonable adjustments can be considered.
- iv) Inform the College about any special help.
- v) Familiarize with the information the College has published about its programmes and studying at the College.
- vi) Take part in any necessary examinations, tests or interviews, if required.

3. WHEN THE STUDENT JOINS IN

3.1 The Student can expect the College to:

- i) Provide a programme of orientation to the College and its services and an induction to the programme s/he being admitted to.
- ii) Provide documentation outlining the syllabus, assessment requirements and essential learning materials for the course.
- iii) Provide a student handbook, containing information regarding services, regulations and procedures.
- iv) Provide him/her with the bus pass and student ID Cards within a reasonable delay.
- v) Provide advice and information to students with disabilities.
- vi) Provide a calendar for the academic year and a timetable for the semester.
- vii) Provide details of tutorials and other learning support arrangements, including who the tutors are, and how they can be contacted.
- viii) Provide information about what the student needs to do to pass the course and what happens if the student does not pass any key assessments.
- ix) Provide information about:
 - The Students' Union.
 - How the student can contribute to the decision making procedures of the College.
 - Policies on health, safety, smoking, the environment and equality and diversity.
 - Financial matters, including what support is available if you are having difficulties.
 - The services for students.
 - The student complaints procedure.

3.2 The College will expect the student to:

- i) Undergo a health check prior to his/her admission.
- ii) Participate in the induction and orientation programme provided.
- iii) Familiarize themselves with the Student Code of Ethical Conduct and comply with it.
- iv) Access information about the College policies, regulations, services and procedures on the College's website, and familiarize themselves with these documents.

v) Act at all times in accordance with the College's regulations and procedures.

4. TEACHING AND LEARNING

4.1 The student can expect the College to:

- i) Provide suitably qualified teaching and support staff who provides courses which are well planned, student centred and supported by appropriate up to date materials.
- ii) Provide information about the teaching and learning timetable.
- iii) Assist in the arrangements of work placements if these are a requirement for the course.
- iv) Ensure that student achievements are recorded in a clear and comprehensive way during and at the end of the study.
- v) Provide the student with an opportunity to express his/her views on the learning experience and receive a considered response.
- vi) Provide students with disabilities with tailored support discussed and agreed between them.
- vii) Give regular opportunities to discuss the course and obtain study advice.
- viii) Give as much warning as possible if the teaching arrangements change. A notice will be put on the relevant classroom door and where possible, a group email will be sent out notifying the changes/cancellation.
- ix) Provide a learning environment that values the diverse student population that acknowledges and makes use of students' diverse experiences and perspectives.
- x) Provide information about what is expected in a project/dissertation, the marking criteria and what form the supervision will take.
- xi) Provide a quality learning environment which is conducive to learning.
- xii) Provide access to appropriate resources.

xiii) Provide academic and pastoral support to help him/her complete his/her studies.

4.2 The College will expect the student to:

- i) Be an active participant in the learning process, avail himself/herself of the core texts for the classes.
- ii) Attend all timetabled classes within the course.
- iii) Properly prepare for the classes, arrive on time, switch off mobile phone and seek to make of this learning activity an enriching experience while respecting the rights of fellow students.
- iv) Take the opportunities provided to learn how to use the resources in the Library and/or Learning Resource Centre.
- v) Complete learning tasks and activities outside of class attendance as specified in your unit study guides or set out by your module convenor.
- vi) Complete all assignments on time.
- vii) Explain to the module convenor reasons for any missed attendance.
- viii) Participate in module evaluations.
- ix) Have face-to-face contact with his/her Supervisor in addition to other means of contact.
- x) Inform the module convenor/programme coordinator as soon as possible of any difficulty or illness which might affect the studies.
- xi) Inform the College of any change in circumstances as soon as they occur.
- xii) Follow the study and assessment requirements of the placement organisation, if on placement.

5. ASSESSMENT

The College must aim at high-quality, fair, thorough and clear assessment procedures and practice.

5.1 The student can expect the College to

- i) Provide a schedule of assignments for each module with published hand in dates and handback dates within a week of starting work on that module.
- ii) Provide a range of assessment methods and learning activities.
- iii) Provide details of the marking scheme of assessments.
- iv) Assess his/her work fairly and provide feedback.
- v) Provide information on what will happen upon late submission, plagiarism or other examples of cheating.
- vi) Give feedback on performance in assessments within a reasonable time.
- vii) Publish details of results.
- viii) Ensure that staff usually arrives punctually for all lectures, seminars, workshops, practicals and tutorials.

5.2 The College will expect the student to:

- i) Hand in the coursework on the given dates.
- ii) Know the dates and times of assessments and exams.
- iii) Attend the assessments and exams and do not disturb other students.
- iv) Inform the College if the student is suffering from disability.

6. RESOURCE CENTRE AND LEARNING SUPPORT

The Resource Centre is organised to help all students in their studies whilst at the College and dedicated areas have been specifically developed to support study and research. The quality of the environment depends heavily upon the attitude and behaviour of users.

6.1 The student can expect the Resource Centre to provide:

- i) An environment which is safe, comfortable and conducive to study.
- ii) Friendly, helpful advice and support from the staff.
- iii) Specialists staff to support use of resources.
- iv) A comprehensive, easy to use library catalogue and website.
- v) A system for reserving books and other materials.

6.2 The College will expect the student to:

- i) Always have his/her Identification Card available and notify the College immediately if it is lost, stolen or damaged.
- ii) Comply with the regulations for the use of the Resource Centre.

7. EXTRA-CURRICULAR ACTIVITIES

7.1 The student can expect the College to:

- i) Provide a wide range of high-quality sporting and cultural activities.
- ii) Promote the creation of Student Societies and Clubs to help them achieving the aims of their studies.

7.2 The College will expect the student to:

- i) Avail themselves of the sporting facilities.
- ii) Participate actively in cultural and social activities organised by the Student Union and other Student Societies and Clubs.

8. FINANCIAL SUPPORT

8.1 The student can expect the College to:

- i) Provide him/her with the information and advice on
 - a) Statutory student support (e.g. student loans, supplementary grants).
 - b) The College Scholarship schemes.

8.2 The College will expect the student to:

- i) Provide full and accurate information on his/her application form.
- ii) Contact the College if the student is experiencing any financial difficulties.

9. COMPLAINTS RESOLUTION

9.1 The student can expect the College to:

- i) Raise awareness of its complaints procedures in the student handbook.
- ii) Treat complaints seriously and fairly.
- iii) Respect confidentiality at all times.
- iv) Monitor the number of complaints received and their outcomes.
- v) Support and encourage the student to get help through the Student' Union.
- vi) Deal with the student enquiries as they arise in a courteous and effective manner.

9.2 The College will expect the student to:

- i) Sort out problems informally if possible.
- ii) Seek help from students, the Students' Union, student services staff, and academic staff.
- iii) Follow the student complaint procedures.
- iv) Deal with all correspondence from the College.
- v) Inform the College immediately if there is any change in address.