



TU Dublin

Student Charter

Approved by Academic Council 1 May 2024

The Student Charter sets out the principles underpinning the relationship between you and the university. The university is here to enable you to develop the skills, values and attributes to be active contributors and leaders in our diverse society. A meaningful commitment to this charter by all staff and students is fundamental to creating a great university experience for all.

You can expect the University to:

- Provide timely and accurate information about arrangements for your enrolment, registration and orientation.
- Provide an orientation process to help familiarise you with the campus, introduce you to other students, provide an introduction to your studies, available resources and key people.
- Promote an active learning community in which you will have the opportunity to develop as an independent learner.
- Provide appropriate and equal learning opportunities, resources and support to assist you in your studies.
- Provide you with a programme of study including graduate attributes development to enhance your employability which is regularly renewed and assured.
- Provide you with a programme handbook setting out the study and assessment requirements.
- Provide you with appropriate and timely feedback on your progress that promotes learning and facilitates improvement.
- Uphold a culture of academic integrity.
- Provide you with a range of study programmes some of which, where appropriate, will include opportunities to participate in work related activities and study abroad.

- Provide a range of student services to assist with financial, medical, mental health, physical, developmental and social aspects of student life.
- Provide guidance, assistance and advice on academic matters, welfare, disability support, entry requirements, finance, tuition fees, study related travel, visas/immigration, scholarships and bursaries, and complaints and appeals procedures.
- Provide positions for student representatives on relevant University committees, boards, working groups, forums and reviews.
- Provide opportunities for all students, student representatives and class representatives to give feedback to the School and University on your experience as a student, including participation in appropriate quality assurance and enhancement procedures.
- Ensure, in partnership with the Students' Union, that students are represented at all levels of your university and support procedures and protocols that allow students to make positive suggestions for improvements to ensure effective governance and management of academic, administrative and social activity.
- Provide information on action taken in response to feedback received from students; in a regular and timely manner.
- Provide you with opportunities to access extra-curricular cultural, recreational, social and sporting activities, including clubs and societies.
- Provide independent advice and support through the Students' Union Advice and advocacy service.
- Treat students equally and respectfully and provide an equal learning opportunity regardless of gender, religion, community background, nationality, race/ethnic origin, disability, marital status, sexual orientation, age,

socioeconomic background, culture, physical and mental health, and financial circumstances.

- Be professional in its dealings with you.
- Safeguard all the personal information you provide, in compliance with the requirements of the General Data Protection Regulation and the Freedom of Information Act.
- Provide, support and maintain up-to date technology systems and services for use in teaching, learning and research for all TU Dublin sites and buildings.
- Ensure the university have policies and procedures that safeguards students, staff and visitors.
- Apply and update regulations, policies and codes of practice that are necessary to ensure effective governance and management of academic, administrative and social activity.
- Provide you with a timetable setting out the forms of study required.
- Provide your marked assignment back to you with feedback from the lecturer within 4 weeks unless there is a good reason for this not to be possible.
- Provide, and maintain and develop buildings and campus grounds that are fit for purpose that facilitate teaching, learning, research and social interactions.
- Maintain an environment where safety, health and security are priorities and where the use of energy and other resources are optimised.
- Provide Clear and accessible policies and procedures on Student Discipline and Sexual violence and harassment complaints, investigations and appeals.

In return you are expected to:

- Complete all enrolment and registration requirements at the outset of each academic year, pay fees and charges when they are due, and participate fully in the orientation process.

- Fully engage as an active learner in our shared educational experience. Familiarise yourself with the information provided about your programme and seek clarification of anything which you do not understand from your School office or central University department.
- Check your e-mail regularly to be aware of important notices and instructions.
- Commit to the timetable as provided by the University.
- Pursue your academic studies in a diligent, honest and professional manner.
- Uphold and support a culture of academic integrity.
- Make use of feedback on your academic work and student experience and ask for clarification if you feel it is needed.
- Attend all scheduled sessions related to your studies and be an active participant.
- Attend all examinations, undertake all required assessments and submit all work on time.
- Inform your lecturer, supervisor or School office if you are unable to attend a teaching session, examination or are unable to submit coursework on time.
- Treat fellow students, university staff and visitors equally and respectfully regardless of gender, religion, community background, nationality, race/ethnic origin, disability, marital status, care of dependants, sexual orientation, or age; and support the integration of all students in the academic and social life of your university.
- Use the facilities and resources of the university, whether in schools or centrally, with respect and consideration for others; respect the IT infrastructures and facilities and abide by university policies on the proper use of these facilities.
- Behave in a responsible manner on and off campus, and on social media and other forms of communication, and ensure that your actions do not have an adverse impact on the university's reputation, its environment, your neighbours, the local community or those who work or study at the University.

- Comply with the terms of all Regulations, policies, rules and requirements of the University including where applicable, immigration legislation, and any professional standards and requirements which are applicable to your programme.
- Read information provided to you about the University, its services and your School and retain it for future reference; Be proactive in seeking assistance from services providing information, guidance, and support such as Student Support Services, Programme and School offices, Pastoral Care, Access Service, Careers Development Centre, Student Records and the Student Hub.
- Treat University facilities, buildings, infrastructure and the living landscape with respect and consideration for other users and co-operate with all staff in ensuring proper use of these facilities.
- Give your views honestly and constructively on your educational and university experience.
- Make yourself aware of all University Policies and Procedures on Student Discipline and the Sexual Health and Harassment Policy.

The following are regulations of the University underpinning the charter:

[Quality Assurance and Enhancement Processes | TU Dublin](#)

[Data-Protection-Notice-Students.docx \(live.com\)](#)