



University College of Osteopathy

Student Charter

Our Student Charter has been produced jointly by the Students' Union and the University College of Osteopathy (UCO) and together we will review it each year. The Charter sets out what you can expect from the UCO and highlights what is expected from you in return. The UCO puts students at the centre of our activities and this Charter is a contribution towards that goal. The UCO aims at all times to provide high quality courses and services in alignment with national expectation and good practice. The Charter is not a contractual document, but provides a guide to what students, the UCO and the Students' Union can expect of each other.

Welcome to the University College of Osteopathy

Our Student Charter is designed to guide you through your time with us to ensure that you make the most of your experience. Putting students at the centre of our activities by ensuring you receive support every step of the way, is our priority. We aim to help our students to develop the attributes and skills they need to fulfil their potential and our Charter has a key role to play.

On behalf of the UCO I give my full support to the commitments set out in this Charter and encourage you to do the same. I wish you success in your studies and a great student experience here at the University College of Osteopathy.

Charles Hunt, Vice-Chancellor



Welcome to the University College of Osteopathy, the largest and oldest osteopathic school in the UK. During your time studying here, we at the Students' Union primarily look after your personal interests and seek to support you wherever possible. We work hard to ensure there is plenty to entertain you while you are here. We organise parties, sports events, regular activities and clubs to ensure you get the best quality experience from the UCO.

This Charter is a set of principles that set out our commitments to each other; Student, UCO and Students' Union. The Union is led by students and we are involved in all aspects of the decisions which impact on your time here. Whatever you need, whether it's fun times, advice or otherwise, your Students' Union is here for you. Our goal is to make the lives of every UCO student better.

The UCO Students' Union

As a University College of Osteopathy student, you can expect:

- An induction to the UCO and your course;
- To receive a Course Handbook which provides you with information about your course, the UCO, its regulations and facilities;
- That we will work with you to develop your academic and learning skills and to facilitate your development as an independent learner, recognising that this is an ongoing process;
- That we will provide you with a variety of methods to use your Student Voice;
- That we will provide you with access to student representatives to represent your views at UCO Committees;
- That we will provide you with access to appropriate resources to enable you to complete your studies;
- That we will support you, both academically and personally, to help you complete your studies;
- That we will provide you with constructive and timely feedback;
- That the teaching you receive will be evaluated and that we will review our courses and services taking into account students' views to enhance the quality of our provision;
- That staff will be courteous, professional and efficient;
- That we will seek to create and maintain an atmosphere and environment which is conducive to learning;
- That we will provide you with clear information about fees and other costs and methods of payment;
- That we will treat all students equally and respect your rights.



We have the largest osteopathic library in Europe containing over 10,000 books, journals and e-resources all available to students to aid their learning.

Your Students' Union commitment:

- We will work with staff and students of the School to promote and implement the principles of this Charter;
- We will represent you by elected student officers who uphold the rights of Students;
- We will provide different ways of engaging with the Students' Union;
- We will hold free, fair and open elections to SU posts and to student representative posts;
- We will hold inclusive and diverse events;
- We will treat each student equally;
- We will provide training and support for student representatives;
- We will listen and consider all student views and ensure that these are communicated to UCO management.



The Students' Union is here to represent your views and to make sure that your voice is heard.

What we expect from you:

- That you will check your registration details and any other information requested and report any mistakes, omissions or changes immediately;
- That you will take part in any induction activities;
- That you will take responsibility for your own learning, attend regularly and punctually and hand in work on time and prepare adequately for all seminars and tutorials;
- That you will regularly check your First Class email account and the virtual learning environment;
- That you will assist in creating and maintaining an inclusive learning environment which respects and welcomes diversity;
- That you will comply with any requests to provide feedback through the completion of surveys, providing comments to help us to enhance our courses and services;
- That you take responsibility for seeking any support you need;
- That you use our facilities with respect and consideration for others;
- That you will be courteous, behave in a professional manner, respect other students, patients, staff and the local community, including the use of social media;
- That you will familiarise yourself and comply with UCO's rules, policies and regulations and all relevant legislation;
- That you will pay all fees and charges due when required and that you settle any outstanding debts to the UCO prior to graduating.



The atmosphere at the BSO is professional, courteous and respectful of all students, staff and patients.

Key Contacts:

The University College of Osteopathy

Charles Hunt: Vice-Chancellor

c.hunt@uco.ac.uk

UCO Students' Union

Archie Wilkinson & Matthew Davies:

Student Union Presidents

a.wilkinson@uco.ac.uk

m.davies@uco.ac.uk