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www.open.ac.uk/students/charter
Foreword

The Open University is more than just a place of learning - it is a community.

As members of the community we have responsibilities to each other, responsibilities which, if we all meet them, will allow our student members to achieve their full potential.

This charter, developed jointly by the University and the OU Students Association, sets out what the responsibilities are and what we can all expect of each other. Although it gives links to the OU and Students Association regulations and policies, it is a declaration of values rather than a rule book. It describes the way in which the members of the OU - staff and students - should work together so that everyone can benefit.

As the University changes and evolves, so too do our responsibilities as members. We will review this Charter every year to ensure it reflects our current needs and challenges, while continuing to support the key aim of helping all our students to succeed.

Martin Bean, Vice-Chancellor
Marianne Cantieri, OUSA President
We treat each other with dignity and respect

As members of a welcoming and inclusive community we:

- value diversity and recognise that different people bring different perspectives, ideas, knowledge and culture and that this difference brings great strength;
- challenge inequalities, anticipate and respond positively to different needs and circumstances;
- respect the rights of individuals to hold different beliefs and views and to express them through appropriate contribution to discussion and academic debate;
- respect confidentiality and only use information we have been given for the legitimate purposes that we have been given it.
Principle 2

We aim to inspire and enable learning

As members of an academic community, we:

- provide a higher education curriculum which provides choice, makes learning and research accessible and meets the needs of our students and the societies in which they live and work;

- provide high quality distance learning materials and doctoral training, and aim to support each student in a way that is appropriate for them to develop as an independent learner or researcher;

- develop and take advantage of new technologies which enable people to learn in a way that meets their needs, from providing a flexible method of learning that fits with students’ lives and commitments to helping overcome barriers to study;

- maintain high academic standards through fair and challenging assessment;

- advance our knowledge and understanding through research and scholarly activity which contributes to the global research community and enhances the reputation of the University as a centre of academic excellence.

www.open.ac.uk/students/charter
Principle 3

We share the responsibility for learning

As student members of the community, we:

- use the information, advice and guidance that is provided for us about study with the OU and the services and facilities that are available to support our learning and, where appropriate, to enhance our employability;

- make the commitment to study, use the learning materials and resources that are available to us to ensure that we are prepared for study at the appropriate level and to complete the scheduled learning, research and assessment activities;

- contribute to, and support others to contribute to, the academic exchange of ideas in our interactions with each other;

- make responsible use of the teaching and learning support, supervision and feedback provided whilst retaining personal responsibility for our own learning and research, upholding the highest standards of academic integrity.
Principle 4

We work together to secure the University’s mission and to promote the University’s values
to be open to people, to places, to methods and to ideas;
to be inclusive, innovative and responsive.

As members of a collaborative community, we:

- actively support the right of students to participate in the governance of the University through the Open University Students Association;

- support the Open University Students Association to engage with all its members to foster a vibrant student community and to promote their educational and social interests;

- consult with members, encourage participation and welcome constructive feedback to enhance the student experience;

- maintain and enhance the standards and reputation of our University, recognising the contributions that all members make to its success;

- provide timely and accurate information about any changes we make which affect the student experience, including information about the cost of study;

- commit to an economically and environmentally sustainable future for our University;

- provide and make use of fair and open means to deal with our concerns and grievances and to learn from them to improve what we do;

- encourage graduates and former students to continue to be part of the OU community through the Alumni Association.

www.open.ac.uk/students/charter
Further information

The Student Charter

For more information on the Open University Student Charter please visit the website:

www.open.ac.uk/students/charter

Welsh Language Scheme

For more information on:

- the OU’s responsibilities under the Welsh Language Act
- opportunities to study through the medium of Welsh
- The OU’s engagement with the Coleg Cymraeg Cenedlaethol

visit the Open University in Wales at: www3.open.ac.uk/near-you/wales/p6.asp

Feedback

We’d love to hear what you think about your OU experiences and how well we are meeting the commitments we make in the Student Charter. You can give us your feedback using the form, which you will find at: www.open.ac.uk/students/charter/feedback

Contact

The Open University
Walton Hall
Milton Keynes
MK7 6AA

Tel: +44 (0)1908 274066
Website: www.open.ac.uk