



**SE
TU**

Ollscoil
Teicneolaíochta
an Oirdheisirt
South East
Technological
University



STUDENT CHARTER



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SETU is a values-based University that is a collaborative, inclusive, diverse, ethical and innovative community with a focus on forming responsible citizens, creating new knowledge and actively leading social and economic change, both regionally and globally.

The purpose of this Student Charter, (herein referred to as the Charter), is to articulate a formal statement of the commitment that the University makes to our learners and outlines their part in the community that forms the overall environment that enables new knowledge creation and social change, by ensuring meaningful involvement and input of students to the strategic and operational development of the University. The Charter is part of a wider regulatory framework that establishes regulations, rules, procedures and policies that all members of the community are expected to be familiar with and to follow. This Charter should be read in conjunction with this regulatory framework¹. The Charter is designed to set out the commitment to learners in creating a mutually supportive and values driven environment. This Charter is built upon a philosophy of learner engagement.

SETU and the Students' Union work in close partnership with the University President and the University community to review, support and enhance the student experience and to ensure that all students receive the highest standards of educational support and services throughout their time at the University.

¹ Statements and Policies - SETU



Values underpinning the Charter

- Autonomy of thought, expression and intellectual independence in which academic freedom and integrity are protected.
- Truth and the centrality of truth-seeking to the university mission;
- Inquiry for its own sake;
- A judgement-free meeting-ground for the exchange of ideas;
- A trustee of cultural integration with a responsibility to maintain inclusivity for all;
- Ethical and responsible action;
- Continuous quality improvement, including the highest standards of professionalism;
- Respect and openness.

Core beliefs of the Charter

We believe:

- In the transformative power of education and of the value of knowledge. Our commitment is to create educational experiences that liberate the potential of every individual through teaching and research which will encourage them to be active and responsible global citizens.
- Education should be open, and knowledge freely available. We believe in access to education for all and acknowledge that this requires a focus on particular cohorts of society that have been historically under-represented in education and society as a whole. We believe in equality of opportunity and social mobility.
- In the value of challenging and disruptive ideas and pioneering thinking. We encourage interdisciplinary approaches that enhance learning and improve competencies. We embrace the opportunities presented by technological innovation.
- In the power of community, inclusivity, partnership and in the co-creation, exchange and sharing of knowledge. We work closely with our partners in a collaborative manner to ensure positive outcomes for students and social and economic impact.
- In supporting the Sustainable Development Goals, recognising that ending deprivations must go hand-in-hand with strategies that improve health and education and reduce inequality– all while tackling climate change and working to preserve our natural environment.
- In empathy and ambition in both our students and colleagues.



ACADEMIC DELIVERY

SETU will:

- Provide a clear policy and regulatory framework to students with effective governance and management.
- Facilitate a student-centered environment where the student is empowered and challenged to learn and acquire new skills through the medium of their education, including civic and cultural engagement and volunteering activities. This aligns with the overall teaching, research and outreach missions of SETU.
- Ensure the student is supported throughout their academic journey through continuous engagement, support from expertly trained teaching and support staff and access to appropriate and suitable facilities.
- Provide IT services, library facilities, collaborative spaces for group work, a suitable online learning environment and other high-quality learning resources and spaces to enable and enhance students' learning and engagement.
- Provide all students with clear and timely information relating to their programmes of study and what is expected of the student in relation to attendance, assessment criteria, submission deadlines and feedback.
- Provide timely and constructive feedback on academic work submitted for assessment.
- Provide an open, outward-looking academic community that is exposed to new thinking and research ideas.
- Comply with its obligation to maintain a safe, accessible environment for students to engage in their education.
- Provide an internationally recognised qualification that is recognised within the national framework of qualifications and is valued for the quality that enables career progression.

The student will:

- Be familiar with and follow the rules, regulations and guidelines of SETU in their conduct as a student and abide by the policies and procedures of SETU including the assessment and examination regulations.
- Actively engage with their learning environment, through attendance at classes, maintaining open communication with teaching and support staff and availing of the use of the facilities and supports provided.
- Actively engage with their student email and the virtual learning environment and be aware of important notices and instructions.



- Treat themselves, their peers, the employees of SETU and their learning environment with respect.
- Actively engage with SETU Students' Union, student representatives and student leaders to ensure the best representation of the student voice, and improve all aspects of their student experience.
- Contribute positively to the wider communities of the University including the social, sporting, civic and cultural life of SETU and the region.
- Actively and openly engage with the student feedback mechanisms such as student surveys.

STUDENT EXPERIENCE, SERVICES & SUPPORT

SETU will:

- Treat students, staff and visitors with respect and dignity.
- Support each student in their admissions and registration to SETU.
- Provide a purposeful and supportive orientation programme that enables the student to become part of the community.
- Create an environment in which every student, irrespective of their circumstances, including their age, culture, sexual orientation, gender expression and physical and mental health, has the opportunity to learn, interact and engage with all aspects of student life and receive the supports to do so without discrimination.
- Provide student supports and services, including but not limited to, medical, counselling, access and disability supports, and international student supports to ensure that all students receive appropriate guidance during their time at SETU and enable them to take ownership and responsibility of their own learning.
- Continue to enhance student spaces, services and supports that will enable students to develop in a progressive, healthy and safe environment alongside activities and supports that will enable students to develop their academic, social and personal qualities to prepare them for future employment and/or further study.
- Facilitate and support activities and actively encourage participation through University sports and student clubs, societies and community groups, which enable students to continue to develop their skills and talents. SETU recognises the benefits of participation in the wider communities of SETU including the social, cultural, civic and sporting life.
- Collaborate with, engage and support the Students' Union to provide education and awareness around topics relevant and inclusive to the entire student body and strive to constantly improve on the student experience.
- Promote sustainability and endeavour to reduce the University's carbon footprint, involving students in the process of promoting sustainability.
- Develop capability to provide alumni facilities to enable graduates to engage with the University after graduation and keep them informed of developments within SETU.

The student will:

- Engage in the supports and services available to each student during their registration and orientation process.
- Avail of student resources, including virtual learning environment, and be aware of the availability of additional supports including medical, counselling, accessibility services, and international student supports to enable you to take ownership and responsibility of your own learning.
- Be proactive in seeking assistance from SETU support services which provide information, guidance, and support.
- Consider the environment and support a sustainable campus to reduce the University's carbon footprint.
- Be conscious of the needs of fellow students and support the integration of all students into the academic and social life of SETU.
- Embrace and enhance your student experience through engagement, interaction and involvement in campus life both inside and outside the classroom.
- Participate in the wider communities of SETU including the social, sporting, civic and cultural life of the University and the region.



- Engage in all aspects of student life that offer the opportunity to develop both academically and personally, such as information events and activities arranged by the TU, the Students' Union, class representatives and student services.
- Act as members of an inclusive community that supports equality, diversity, inclusion, and ethical and responsible behaviour.
- Treat students, staff and visitors with respect and dignity.



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Carlow Campus

Kilkenny Road
Carlow
R93 V960

Waterford Campus

Cork Road
Waterford
X91 KOEK

Wexford Campus

Summerhill Road
Wexford
Y35 KA07

T: **0818 121212**

setu.ie

Find us on social [@setuireland](#)

