

STUDENT CHARTER

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Richmond, the American International University in London is committed to providing its students with high quality undergraduate and postgraduate education, research excellence and public engagement.

Our [mission](#) is to deliver this vision by pursuing the following commitments:

- A commitment to internationalism, cosmopolitanism and diversity in all endeavours of the university.
- A commitment to excellence in teaching and learning and the provision of a high quality student experience for an international student body.
- A commitment to high quality interdisciplinary research and scholarship.
- A commitment by faculty, staff and students to provide service to the community and to the development of globally active citizens.
- A commitment to engage with local, national and international business and to develop graduates prepared for employability and leadership in the global economy.

Richmond's shared values are

- **Freedom of thought and expression:** We believe it is the purpose of the university to discuss, critique, debate and educate in an open and positive manner.
- **Inclusiveness:** We aspire to include all people and opinions in the life of the university.
- **Diversity:** We celebrate the diversity of all members of the university community.
- **Professionalism and integrity:** We aim to be effective, efficient and ethical in all aspects of our work.
- **Responsibility:** We accept that our actions have impact on others and we aim to make a positive difference to the world around us through equitable engagement

Richmond faculty and staff are committed to our students' success and by working in partnership we believe we can help each student reach his/her potential. This student charter sets out expectations of both the student and the University to ensure that each is working together to make the most of the Richmond University experience.

1. Our Learning Experience

Together we will:

Commit ourselves to working hard to achieve our goals.

As a student I will:

Attend, and prepare for, all my scheduled classes and other meetings, such as new student orientation and meetings with academic advisors.

Finish all my assignments and submit them within the time constraints given to me.

Understand that I am free to declare any concerns that will affect my learning experience (such as illness or [disability](#)), so that I can be supported by the University.

As a University we will:

Provide you with excellent teaching and learning opportunities.

Promote internationalism in all that we do at the University both inside and outside of the classroom.

Consult with you and treat you as a partner in regards to changes that may affect your experience at the University.

Ensure the curriculum is up-to-date and use our research, where feasible and appropriate, to inform the curriculum.

Support you in your studies through [academic advice](#) and other academic support services that allow you to personalize your learning experience.

Make sure you have access to advice, counseling and other specialist support services (such as support if you are a disabled student) for the duration of your time at the University.

2. Personal and academic development

Together we will:

Actively engage with all learning opportunities with the goal of challenging and supporting students to reach their full potential.

As a student I will:

Grasp opportunities to learn and reflect on my own development as it relates to my personal and academic goals.

Prepare for employment and take part in activities that aid both in my academic and personal development.

As a University we will:

Make sure you have access to a range of opportunities to improve your skills and employability, and encourage you to engage with such opportunities.

Make sure that you have a diverse range of extra-curricular and co-curricular activities available to you that underpin the University's commitment to internationalism and global citizenship.

Take steps to prepare you for citizenship and leadership in a diverse, global environment.

Provide you with access to careers information, guidance and support so that you can enter the world of work informed and prepared.

3. Communicating and interacting with each other

Together we will:

Communicate openly, respectfully and honestly with each other and engage in constructive dialogue.

As a student I will:

Inform myself by reading University communications and responding in a timely way.

Take part in monitoring and feeding back information that will aid in evaluating my learning experience.

Express my views to student representatives and course leaders so that these views can be represented effectively.

Make myself aware of my rights and responsibilities regarding the use of my personal data under the University's [Student Privacy Policy](#).

As a University we will:

Provide you with information to help you plan your studies and participate actively in your University experience, including transparent information about [University policies and procedures](#) such as costs, timetables, course registration and support services.

Follow the established [University Privacy Policy](#) with respect to the processing and sharing of students' personal data.

Use appropriate technology to teach and communicate with you, where available and when it enhances your learning experience.

Work across the University to set and deliver consistent levels of service for you with high standards of professionalism across the board.

Listen to you and respond to any [concerns and complaints](#) regarding your experience in a timely, fair and transparent manner.

4. Respecting and valuing each other

Together we will:

Study and work in an environment where people embrace and value diversity and are committed to equality of opportunity.

Respect each other and treat each other fairly at all times, free from discrimination and harassment.

As a student I will:

Conduct my academic studies in an honest and professional manner by complying with the University's [academic honesty policy](#).

Comply with the regulations, policies, and procedures of the University including the [Student Conduct Code](#) and take reasonable action to inform the University if I become aware of a breach in policy

As a University we will:

Provide you with opportunities to engage with the wider community by providing extra-curricular and co-curricular activities, student employment opportunities and volunteering.

Make sure that learning resources and buildings are accessible and available to all. The University is committed to embracing diversity and will take action to protect community members if it is deemed necessary.

5. Being part of our community

Together we will:

Be a positive and responsible part of our local community, respecting our neighbours and the communities in which we live together.

As a student I will:

Behave in a responsible manner and act as an ambassador for the University.

As a University we will:

Provide a safe, comfortable living environment where students can live, study and socialize in positive ways.