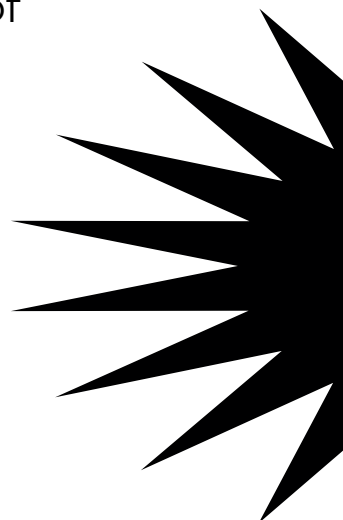


UCFB **COMMUNITY** **CHARTER**

WHAT IS A COMMUNITY CHARTER?

A Community Charter is an agreement between students and staff in relation to engagement and expectations. This Charter applies to all members of the UCFB community and is to ensure that UCFB is an inclusive, safe and engaging learning environment which is conducive to study and work and promotes trust, accountability and transparency.

This Charter has been co-produced by UCFB and the Students' Union in order to strengthen the UCFB community. UCFB is committed to providing a quality student experience, and ensuring our students have the support they need throughout their studies. The Students' Union will work in partnership with UCFB to manage student feedback mechanisms and represent and support the student body. They will also provide opportunities outside of students' academic studies to engage in the community and activities.



THE UCFB COMMUNITY CHARTER

The Community Charter framework illustrates the standards, shared values, core principles of UCFB's learning community, and what staff and students can expect from each other.

Our Charter is not a contractual document, it is a framework which illustrates the standards, shared values and core principles of the UCFB learning community.

A student's time with us should be a partnership with staff and fellow students to ensure that they get the most out of their experience and achieve their potential.



OUR MISSION AND PURPOSE

“To be the world’s leading sports education institution, providing diverse, experienced, best-in-class graduates to the football and sports industries.”

Our Values and Behaviours

Bringing your best game

- We are passionate about goals: for our students and for ourselves.
- We inspire others by how we act and what we achieve.
- We embrace innovation and better ways of doing things.
- We continuously strive to improve on our previous best performance.

One team united around sport education

- Our DNA means that we look after each other as one learning community.
- We know that teamwork and collaboration are the fundamentals to achieving goals.
- We celebrate each other's strengths, differences and achievements.
- When we disagree, we challenge constructively, accept the outcome and move forward.

Fair play for all

- We are inclusive, ensuring all students and staff are supported to succeed at UCFB.
- We are equitable in how we treat each and every person: committed to level playing fields.
- We are honest in our expectations of each other: educationally, academically and professionally.
- We are transparent in how we make our decisions.

THE UCFB COMMUNITY

RESPECT

All students and staff are expected to behave responsibly and respectfully. This also extends to responsible social media conduct.

COMMUNICATION

All members of the UCFB community are expected to be organised and communicate clearly, professionally and within an appropriate time frame.

INCLUSIVITY

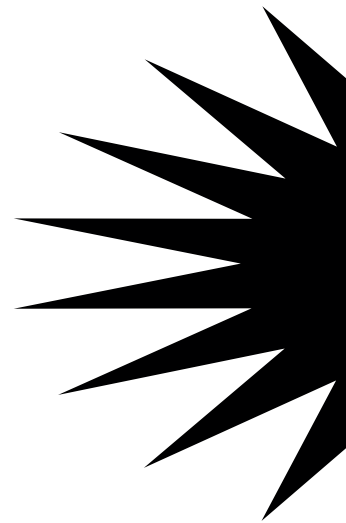
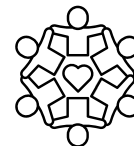
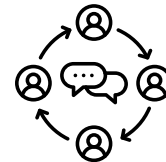
Here at UCFB we aim to provide a fair and equitable experience. We promote a safe, supportive, accessible and inclusive environment for all.

PROFESSIONALISM

Staff and students must all behave in a professional manner - this includes official correspondence and general interactions.

SAFETY

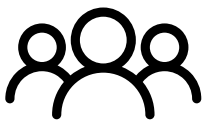
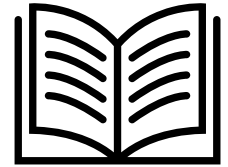
ID badges must be worn at all times. This is for the safety of everyone in the UCFB community.



EXPECTATIONS: STUDENTS

INDEPENDENT LEARNING

All students are expected to take responsibility for their own learning and overall development. However, they will be provided with opportunities, resources and facilities to allow for the best learning experience.

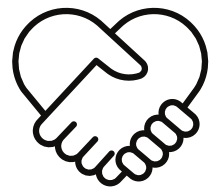


COMMUNITY

Students are encouraged to take part in activities, societies and events and are also expected to work well with others in the UCFB community.

RESPECT

UCFB students are expected to be considerate towards their fellow students, staff, the local community and environment.



PERSONAL WELLBEING

Students are encouraged to be proactive in maintaining good health and wellbeing and seeking support from the services available such as Student Support. Student Support can be contacted via email at studentsupport@ucfb.ac.uk.

HARDWORK

In order to maximise their learning experience, students must also put in hard work. Students should meet targets and deadlines, but should also ask for help when necessary.



OPPORTUNITIES

Students will be given a range of opportunities throughout their studies and are expected to take advantage of these to give themselves the best student experience. This includes engaging with events organised for the UCFB community.

FEEDBACK

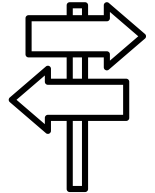
To ensure that there is consistent improvement for all areas of the student experience, students are encouraged to engage with formal and informal feedback mechanisms.



EXPECTATIONS: STAFF

SUPPORT

Staff at UCFB are committed to providing a high level of academic, professional and personal support. Staff can give students resources and advice as well as signpost to relevant services.

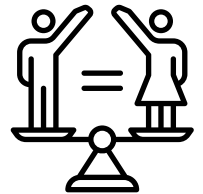


TIMELY AND CONSTRUCTIVE FEEDBACK

Students at UCFB can expect both timely and constructive feedback on their work throughout their degree.

DIVERSITY, EQUITY AND INCLUSION

At UCFB we embrace and value diversity and are committed to equality of opportunity.

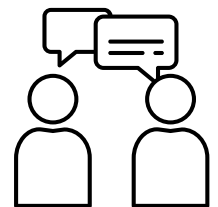


DEVELOPMENT OF SKILLS

Students will be given the opportunity to develop their learning and professional skills with resources and guidance from staff.

REGULAR CONTACT

Staff will demonstrate effective and appropriate communication with students, keeping them updated with any new information or opportunities.



STUDENT VOICE

Student voice will be at the centre of all reviews and evaluations of our courses, services, teaching and delivery.

INCLUSIVITY

The Students' Union aims to promote an inclusive and safe environment for all students. As part of this commitment to inclusivity, we have dedicated Inclusion Officers who are elected to ensure that SU activities are appropriate and accessible to all.

THE STUDENTS' UNION

STUDENT PARTICIPATION

All students will be invited to participate in events, campaigns and elections. This allows students to be involved in the community and make their voice heard.

DIVERSE EVENTS

The Students' Union is committed to organising a diverse range of events that can cater to students' differing needs and wants.

VISIBILITY

The Students' Union aims to be visible and accessible for students, representing the student body across UCFB and continuing to develop the UCFB community.

SUPPORT

The Students' Union will encourage students to engage with the support available to them, signposting to the most appropriate teams.

REPRESENTATION

The Students' Union represent the students' academic interests through the UCFB committee structure and the Student Council. Each course at UCFB will have a student representative that will sit on the Student Council - a committee chaired by an officer of the Students' Union.

STUDENT LED

The Students' Union is student led. Officers are elected by students to represent their best interests from an academic, wellbeing and social perspective.

COMMUNITY

The Students' Union is committed to creating an inclusive student community at UCFB through events, initiatives and societies.

COMMUNICATION

There are two main ways in which the Students' Union will communicate with the student body: Instagram and the Online Hub. There is a strong commitment to making sure every student is informed about events and student benefits.

THE STUDENTS' UNION

STUDENT VOICE

The Students' Union relies on feedback from students in order to improve all aspects of the student experience. Overall, the Students' Union is here to make sure that the student body has a voice and that students' interests are at the core of every decision made by UCFB.



KEEP IN TOUCH

Communication is key for both students and staff. UCFB wants to make sure that students are well-informed and are aware of updates event and benefits available to them.

There are a number of ways UCFB will contact students:

Email

Important updates and academic-related information will be emailed to students via their UCFB email address.

The Online Hub

Updates related to studies and other departmental information will be posted on the Online Hub.

The Students' Union

The Students' Union will contact students about benefits, social events and society information.

Each campus has their own SU Instagram accounts where SU information can be found:

Wembley: **@ucfb_su_**

Manchester: **@ucfbsumanchester**